

Set	Items	Description
S1	15	AU=(GLOOR R? OR GLOOR, R?)
S2	2526	QUALITY() (ASSURANCE? OR REVIEW?)
S3	818147	SOLUTION? OR DEFICIEN? OR CORRECT?
S4	210586	INFORMATION?() TECHNOLOG? OR SERVICE?
S5	56751	VIABLE OR VIABILIT?
S6	529270	CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? -
		OR USER? OR PEOPLE OR PERSON? ?
S7	0	S1 AND S2
S8	421	S2(30N)S6
S9	110	S8(25N) (S3 OR S4)
S10	81	S8(25N) (S4 OR S5)
S11	38	S8(25N) (S3 OR S5)
S12	2	S9(S)S5
S13	7	S10(S)S3
S14	8	S11(S)S4
S15	40	S11:S14
S16	7	S15 AND IC=G06F-017/60

? show file

File 348:EUROPEAN PATENTS 1978-2004/Jun W03

(c) 2004 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20040701,UT=20040624

(c) 2004 WIPO/Univentio

16/3,K/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01030735 **Image available**

PORTAL FOR IMPLEMENTATION OF MULTIPLE SOFTWARE COMPONENTS
PORTAIL POUR IMPLANTER DES COMPOSANTES LOGICIELLES MULTIPLES

Patent Applicant/Assignee:

SAP AKTIENGESSELLSCHAFT, Intellectual Property Department, Neurottstrasse
16, 69190 Walldorf, DE, DE (Residence), DE (Nationality), (For all
designated states except: US)

Patent Applicant/Inventor:

THEISS Guenther, Kinzigring 16, 76669 Bad Schonborn, DE, DE (Residence),
DE (Nationality), (Designated only for: US)
BLATTNER Guenter, Drosselweg 6, 68784 Oberhausen, DE, DE (Residence), DE
(Nationality), (Designated only for: US)
WOLF Werner, Waldstrasse 47, 69168 Wiesloch, DE, DE (Residence), DE
(Nationality), (Designated only for: US)
HACK Stefan, Zur Helde 9, 69168 Wiesloch, DE, DE (Residence), DE
(Nationality), (Designated only for: US)
ERHARDT Michael, Obere Blenz 13, 67593 Westhofen, DE, DE (Residence), DE
(Nationality), (Designated only for: US)

Legal Representative:

SCHIUMA Daniele (et al) (agent), Mueller-Bore & Partner, Grafinger
Strasse 2, 81671 Munchen, DE,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200360785 A2 20030724 (WO 0360785)

Application: WO 2002IB5779 20021227 (PCT/WO IB0205779)

Priority Application: US 2001343161 20011228; US 2002233321 20020830

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SC SD SE SG SK SL TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SI SK
TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6332

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... 620 of the customizing of the multiple programs or components across
all components of the **solution** Watform, establish an authorization
concept 630, carry out company-specific developments 640, load master
data 650, set up a **quality assurance** system, and test the
implemented **solution**. During the next phase, final preparation 700, a
user may use the **solution** architect tool to set up the system
landscape for production 710, prepare a data...between each system, and
functions to process exchanged information within a system. For example,
a **user** may input information about software systems that the project
will use and information about the systems to be used in the evaluation,
development, **quality assurance** and training stages 424. The **user**
may use the **solution** architect tool to input information related to
the **user**'s system landscape that indicates one or more software

components included in the system landscape...642 and to document developments about new releases 644.

Additionally, a user may use the **solution** architect tool 204 to load master data by importing data from the development systems/ **clients** 652 and to use the imported data to create the same system in **quality assurance** and production systems 654.

Additionally, during the realization project phase, a **user** may set up a **quality assurance** and/ ...between the quality assurance system and/or the testing system and related systems 662. The **user** may also access documentation related to setting up the **quality assurance** system landscape 664.

The **user** also may input information about the parameters required to set up the **quality assurance** and/or training systems 666. The **user** may also use the **user** interface to organize testing 670 during the realization phase of the project **solution**. The **user** may define sequence tests

16/3,K/2 (Item 2 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01006367 **Image available**

ENHANCED VENDOR MANAGED INVENTORY SYSTEM AND PROCESS

SYSTEME ET PROCEDE DE GESTION AMELIOREE DE STOCK PAR LE VENDEUR

Patent Applicant/Assignee:

ISUPPLI INC, 1700 East Walnut Avenue, El Segundo, CA 90245, US, US
(Residence), US (Nationality)

Inventor(s):

KING Steven, 5301 Carmelynn Street, Torrence, CA 90503, US,
COLLINS Ed, 320 The Village Drive # 216, Redondo Beach, CA 90277, US,
KAPLAN Lloyd, 1409 Manzanita Lane, Manhattan Beach, CA 90266, US,
MANKINEN Brian, 1424 Manhattan Avenue #4, Hermosa Beach, CA 90254, US,
HERRING Rod, 138 35th Street, Hermosa Beach, CA 90245, US,

Legal Representative:

FINDER James A (et al) (agent), Ostrolenk, Faber, Gerb & Soffen, LLP,
1180 Avenue of the Americas, New York, NY 10036, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200336423 A2-A3 20030501 (WO 0336423)

Application: WO 2002US33827 20021022 (PCT/WO US2002033827)

Priority Application: US 2001330499 20011023; US 2001333483 20011128; US
2002354813 20020206; US 2002384173 20020529; US 2002277490 20021021

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 14563

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... of inventory levels, and also the degree of programming yields with respect to value-added **service** providers 6. Further, the supply chain server 20 preferably performs systems data **quality assurance**, including, for example, reconciling WIP inventory, scrap inventory, and existing orders. Moreover, the supply chain server 20 manages technology interfaces, and, if necessary, makes appropriate changes to **customer** 2 data formats and values.

[0125] By combining industry expertise, demand planning and order management, value added **services**, improved visibility and physical warehouse assets, the VMI processes, in accordance with the present invention, provide scalable, shared and global **solutions** that directly result in significant benefits. Profitability increases as a direct

16/3,K/3 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00901647 **Image available**

IDENTITY INSURANCE TRANSACTION METHOD

PROCEDE POUR EFFECTUER DES TRANSACTIONS AVEC UNE ASSURANCE D'IDENTITE

Patent Applicant/Assignee:

AMERICAN INTERNATIONAL GROUP INC, 70 Pine Street, New York, NY 10270, US,
US (Residence), US (Nationality)

Inventor(s):

BERG Ray, 245 East 93rd Street, New York, NY 10128, US,
SHANTON Greg M, 5846 Owens Wood Court, Centerville, VA 20120, US,

Legal Representative:

GOLDMAN Gregg I (et al) (agent), Proskauer Rose, LLP, Patent Department,
1585 Broadway, New York, NY 10036, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200235758 A2-A3 20020502 (WO 0235758)

Application: WO 2001US50730 20011026 (PCT/WO US0150730)

Priority Application: US 2000243601 20001026

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7678

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... from making large online purchases or sales, thus resulting in lost revenue and profits.

These **deficiencies** are overcome by the novel methods and system for providing information about the identity and financial **viability** of

trading counterparts and users in an online, trading marketplace. Users of the instant invention...

...a trading counterpart or user, such as, contact information, financial risk assessment, I O financial **viability**, creditworthiness, credit score, and profitability. The insurance underwriter can supply information regarding a trading counterpart's or **user**'s insurance coverage. The business information provider can also be a provider of **quality assurance** information, such as, without limitation, Bureau Veritas, Intertek Testing **Services**, and/or SGS on SITE.

1 5

The JV Authority can process information submitted by a **user** in conjunction information provided by a business information provider in order to verify the

with

identity and/or financial **viability** of a trading counterpart or user. Once the identity of a user is verified, the...

16/3,K/4 (Item 4 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00853206 **Image available**

METHOD AND APPARATUS FOR QUALITY ASSURANCE IN A MULTIMEDIA COMMUNICATIONS ENVIRONMENT

PROCEDE ET APPAREIL DE CONTROLE DE LA QUALITE DANS UN ENVIRONNEMENT DE COMMUNICATIONS MULTIMEDIAS

Patent Applicant/Assignee:

NICE SYSTEMS LTD, 8 Hapnina Street, 43107 Raanana, IL, IL (Residence), IL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

ELAZAR Avishai, 19 Brandeis Street, 43358 Raanana, IL, IL (Residence), IL (Nationality), (Designated only for: US)

FREEDMAN Ilan, 21 Hadera Street, 49726 Petach Tikva, IL, IL (Residence), IL (Nationality), (Designated only for: US)

Legal Representative:

EITAN PEARL LATZER & COHEN-ZEDEK (et al) (agent), 2 Gav Yam Center, 7 Shenkar Street, 46725 Herzlia, IL,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200186924 A2-A3 20011115 (WO 0186924)

Application: WO 2001IL406 20010508 (PCT/WO IL0100406)

Priority Application: US 2000202977 20000509

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD

SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 4189

International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

METHOD AND APPARATUS FOR **QUALITY ASSURANCE** IN A
MULTIMEDIA COMMUNICATIONS ENVIRONMENT
BACKGROUND OF THE INVENTION

Quality monitoring systems are increasingly being used at contact centers to monitor the effectiveness of the interactions of agents with **customers**. Existing quality monitoring systems are mainly directed to telephone call centers; however, they provide only a partial **solution** to **quality assurance** (QA), in multimedia contact centers.

Advanced telephone call monitoring systems enable the recording of an...

16/3,K/5 (Item 5 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00781946 **Image available**

SYSTEM AND METHOD OF DETERMINING A KNOWLEDGE MANAGEMENT SOLUTION
SYSTEME ET PROCEDE PERMETTANT DE DETERMINER UNE SOLUTION DE GESTION DES
CONNAISSANCES

Patent Applicant/Assignee:

STEELCASE INC, 901 - 44th Street, S.E., P.O. Box 1967, Grand Rapids, MI
49501, US, US (Residence), US (Nationality)

Inventor(s):

FERGUSON Karen R, 2134 Englewood Drive S.E., East Grand Rapids, MI 49506,
US,

ALBERTINI Christine C, 2326 Arbor Tree Court S.E., Grand Rapids, MI 49546
, US,

KIAER Erik Christian, 559 W. Fullerton, Apt. 1W, Chicago, IL 60614, US,

KEELEY Lawrence J, 1318 W. Catalpa, Chicago, IL 60640, US,

PATNAIK Dev, 1400 Floribunda Avenue, Apt. 203, Burlingame, CA 94010, US,

JACOBSON Ben, 1108 Cleveland Street Apt. 1, Evanston, IL 60202, US,

COHEN Kris Ryan, 1337 N. Hoyne Avenue, Chicago, IL 60622, US,

FORD Shannon Kathleen, 2151 Ridge Avenue, Apt. 2C, Evanston, IL 60201, US

HASTINGS Julie Elizabeth, 5410 S. Ridgewood Court, #2W, Chicago, IL 60615
, US,

PEREZ Elizabeth Marie, 2418 W. Thomas Street, Apt. 1, Chicago, IL 60622,
US,

RATCLIFF Paul Perkins, 1637 W. Catalpa, Apt. 3, Chicago, IL 60640, US,

WURTH Michael E, 2633 Thornapple Drive S.E., Grand Rapids, MI 49546, US,

DEVANE Richard Thomas, 1314 28th Street, N.W., Washington, DC 20007, US,

EHLING Peter, 1137 W. Fulton Market, Chicago, IL 60607, US,

THALER Martin, 3500 N. Lake Shore Drive, Apt. 10B, Chicago, IL 60657, US,

FAZIO Michael Francis, 131 Montgomery Lane, Glenview, IL 60025, US,

Legal Representative:

LEE Katherine D (agent), Foley & Lardner, Firstar Center, 777 East
Wisconsin Avenue, Milwaukee, WI 53202-5367, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200115080 A2-A3 20010301 (WO 0115080)

Application: WO 2000US22652 20000818 (PCT/WO US0022652)

Priority Application: US 99382141 19990824; US 99382139 19990824

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 13144

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... to sources (e.g., manufacturers, dealers, distributors, service providers, consultants, etc.) of the products and **services**, and, preferably, to the sources' internal systems (e.g., accounting, billing, inventory, shipping, delivery systems, etc.).

After delivery of the products and/or **services**, **quality assurance** and **user** review programs are established (step 3 10) which provide information useful in refining future **solutions** recommended at step 302 and the available items presented by the menu offered at step...

16/3,K/6 (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00777022

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AN E-COMMERCE BASED ARCHITECTURE

SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION POUR UNE ARCHITECTURE BASEE SUR LE COMMERCE ELECTRONIQUE

Patent Applicant/Assignee:

AC PROPERTIES BV, Parkstraat 83, NL-2514 JG 'S Gravenhage, NL, NL
(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

UNDERWOOD Roy A, 4436 Hearthmoor Court, Long Grove, IL 60047, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (et al) (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200109794 A2-A3 20010208 (WO 0109794)

Application: WO 2000US20704 20000728 (PCT/WO US0020704)

Priority Application: US 99364734 19990730

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 122424

...International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... WIN95/NT
computing platforms.

Authorization

When a user requests access to network resources, the Authorization **service** determines if the **user** has the appropriate permissions and either allows or disallows the access. (This occurs after the **user** has been properly authenticated.)

The following are examples of ways to implement Authorization **services**.

Network Operating Systems - Authorization **services** are bundled with all network operating systems in order to control **user** access to network resources.

192

Firewall **Services** protect sensitive resources and information attached to an Internet network from unauthorized access by... This may not and MTS 2 be possible unless the previous step has been completed **correctly**. Reboot when Choose to install the "custom set-up" of the option pack. prompted.

Double... This may not and MTS 2 be possible unless the previous step has been completed **correctly**. Reboot when Choose to install the "custom set-up" of the option pack. prompted.

Double... slash on the URL.

For example, is **correct**, while is not.

Formatting

General

264

Screen...

...from scratch each time one needs it and still be fairly confident that it works **correctly** the first time. The problem is, the bubble sort is slow. Just about any other... addition, one may have to test more thoroughly to be confident that the code works **correctly**.

In other cases, coding priorities work together. Small often equals fast, for example.

1 5 Definitions of Priority Items

Correctness The code works **correctly**. This item might seem superfluous, but experience tells us differently.

Size This does not refer...

...number of platforms-different
hardware platforms, different operating systems and different Web browsers.

270

Correctness **Correctness** correctness

Robustness business

Testability Safety Safety

Portability Testability Speed

Robustness Speed Testability

Safety Maintainability... indentation.

. 276

Consider, though: In cases where this looks good, perhaps a totally table-driven **solution** would be a better **solution** .

Anonymous Classes

An anonymous class is a particular form of inner classes; an innovation of...between statements; one statement must be executed before another for the program logic to work **correctly** . Here are a few simple guidelines.

Organize the code so that the dependencies are obvious...

...sequence of statements whose order doesn't matter

In this case, the program may work **correctly** no matter what the order of statements. Organize the statements so that readers need not...

16/3,K/7 (Item 7 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00543755 **Image available**

A MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM

SYSTEME DE FACTURATION ET DE SERVICE CLIENT CONVERGENT ET MODULAIRE

Patent Applicant/Assignee:

AMERICAN MANAGEMENT SYSTEMS INCORPORATED,
HANAGAN Mike,
MOORE Leslee Eaton Cattrall,
RAKIC Daniel,
SEEGER Andreas,
SOTOLA Rene,
TATEM Chris,

Inventor(s):

HANAGAN Mike,
MOORE Leslee Eaton Cattrall,
RAKIC Daniel,
SEEGER Andreas,
SOTOLA Rene,
TATEM Chris,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200007128 A1 20000210 (WO 0007128)

Application: WO 99US16445 19990726 (PCT/WO US9916445)

Priority Application: US 9894459 19980729; US 99353629 19990715

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV

MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG

US UZ VN YU ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM

AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM

GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 29498

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... large volumes

of bills, supporting both the current a provider requirements, and providing a robust **solution** for the future.

Messages on the bill - With CBM 18, rules can be defined to

determine which **customers** get which messages and the priority of which messages to use. These messages can be used to provide selected **customer** segments with promotional information.

Quality Assurance - CBM 18 includes a control process, which monitors the bill day process. In addition, statistic reports are SUBSTITUTE SHEET (RULE 26) available for providing **quality assurance** on information from the cycle run.

Bill Image - To meet legal requirements, Papyrus ensures that the exact image of the bill sent to the **customer** is stored and can later be retrieved using CCM 12, for example, to answer customer...

Set	Items	Description
S1	14	AU=(GLOOR R? OR GLOOR, R?)
S2	769	QUALITY() (ASSURANCE? OR REVIEW?)
S3	3043196	SOLUTION? OR DEFICIEN? OR CORRECT?
S4	289168	INFORMATION?()TECHNOLOG? OR SERVICE?
S5	8845	VIABLE OR VIABILIT?
S6	778534	CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? - OR USER? OR PEOPLE OR PERSON? ?
S7	0	S1 AND S2
S8	104	S2 AND S6
S9	41	S8 AND (S3 OR S4 OR S5)
S10	15	S9 AND IC=G06F-017/60

? show file

File 344:Chinese Patents Abs Aug 1985-2004/May

(c) 2004 European Patent Office

File 347:JAPIO Nov 1976-2004/Feb(Updated 040607)

(c) 2004 JPO & JAPIO

File 350:Derwent WPIX 1963-2004/UD,UM &UP=200442

(c) 2004 Thomson Derwent

File 371:French Patents 1961-2002/BOPI 200209

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10/5/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2004 JPO & JAPIO. All rts. reserv.

07941930 **Image available**
SYSTEM AND METHOD FOR CHECKING AND REGISTERING NEWLY ADOPTED COMPONENT

PUB. NO.: 2004-054689 [JP 2004054689 A]
PUBLISHED: February 19, 2004 (20040219)
INVENTOR(s): YAMADA AKIO
APPLICANT(s): NEC CORP
APPL. NO.: 2002-212621 [JP 2002212621]
FILED: July 22, 2002 (20020722)
INTL CLASS: G06F-017/60 ; G06F-017/50; G06F-019/00

ABSTRACT

PROBLEM TO BE SOLVED: To shorten read time and to share information by allowing an electric circuit designer to apply the registration of a new component before starting the formation of an electric circuit, sufficiently securing the time of reliability evaluation which may be performed by a **person** in charge of component technology, and when the applied component is not evaluated yet, clearly distinguishing the using section of the component concerned to guard the new component so that products are not unconditionally shipped, and converting a flow of documents information among an electric circuit design section, a component technology section and **quality assurance** section into an electronic work-flow system.

SOLUTION : The system is provided with a component information system connected to a communication network and storing component information in each component of electric/electronic components, a WWW server for opening WWW on the communication network and managing a work-flow of operation such as design, manufacturing, **quality assurance**, and shipping, and a design section terminal, a component technology section terminal and a **quality assurance** section terminal which are connected to the communication network.

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10/5/2 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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07902513 **Image available**
SERVICE METHOD FOR DISTRIBUTING INFORMATION

PUB. NO.: 2004-015272 [JP 2004015272 A]
PUBLISHED: January 15, 2004 (20040115)
INVENTOR(s): ONO RYOICHI
HIGUCHI MIYOSHI
ISAWA MIKIO
APPLICANT(s): NIPPON TELEGR & TELEPH CORP (NTT)
APPL. NO.: 2002-163909 [JP 2002163909]
FILED: June 05, 2002 (20020605)
INTL CLASS: H04M-003/00; G06F-013/00; G06F-017/60 ; G09F-019/00;
H04L-012/56; H04M-003/42

ABSTRACT

PROBLEM TO BE SOLVED: To enable a **user** to read distributed information

free of charge, while communicating using the IP telephony, and to enable an advertising agent to distribute information to only one contracted provider, resulting in simultaneous distribution to other providers.

SOLUTION : Registration of information distribution is set in an information distribution server 7a, incorporated in an IP exchange unit 6a operated by a provider 8a, to distribute advertisement information. A plurality of information distributing servers 7b, 7c in providers 8b, 8c cooperate with the server 7a of the provider 8a. When IP switches 6a, 6b, 6c in the respective provider networks detect the start of voice communication by the IP telephony between **users**, using **user** ID numbers, these IP switches perform bandwidth control which prioritizes **quality assurance**. Each IP switch sets a voice band and an information distribution band separately over the entire communication bandwidths, between the IP telephony in the provider network concerned and the switch. The IP switch then provides **service**, after confirming whether the **user** desires information distribution, based on the **user** ID number.

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10/5/3 (Item 3 from file: 347)
DIALOG(R)File 347:JAPIO
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07777313 **Image available**
SYSTEM FOR FACILITY OPERATION MANAGEMENT/OPERATION MANAGEMENT IN PRINTING PROCESS, AND SYSTEM FOR **QUALITY ASSURANCE** USING DATABASE ON AUTOMATICALLY MEASURED DATA OF SCALE FOR QUALITY CONTROL OF PRINTED MATTER AND USING ITS DATA

PUB. NO.: 2003-271227 [JP 2003271227 A]
PUBLISHED: September 26, 2003 (20030926)
INVENTOR(s): ISHII KOJI
APPLICANT(s): SANNICHI INSATSU KK
APPL. NO.: 2002-073873 [JP 200273873]
FILED: March 18, 2002 (20020318)
INTL CLASS: G05B-019/418; B41F-033/00; **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To provide a system for facility operation management/operation management in a printing process capable of preparing a quality guarantee automatically with omissions of overlaps of facilities and burdensome translating operations of data, by integrating a system for facility operation management into a system for operation performance management which have been constructed independently in the printing process.

SOLUTION : In the system for the facility operation management/operation management in the printing process, a server integrating a management server for facility operations into a management server for operation performance is connected to an input/output device for data of a production planning department, for facility operation result data acquired from facilities, and for input operation reports by operators or input from daily reports by responsible **persons**. Further, the server is connected to calculating device for calculating management numeric values based on the facility operation result data and operation performance based on the operation result data. The server is also connected, if desired, to a printer for a variety of forms, and connected to an input/output device for providing basic data of costs to a cost control department based on the

facility operation result data and the operation result data, and for transferring operation progress states to a production planning department based the operation result data.

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10/5/4 (Item 4 from file: 347)
DIALOG(R)File 347:JAPIO
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07668731 **Image available**
COMMUNICATION SERVICE QUALITY ASSURANCE METHOD AND SYSTEM
PUB. NO.: 2003-162591 [JP 2003162591 A]
PUBLISHED: June 06, 2003 (20030606)
INVENTOR(s): AKIYAMA TORU
FUJIMOTO KISAKU
OGURA HITOSHI
APPLICANT(s): NEC CORP
APPL. NO.: 2001-362382 [JP 2001362382]
FILED: November 28, 2001 (20011128)
INTL CLASS: G06F-017/60 ; H04L-012/56; H04M-011/00; G06F-013/00

ABSTRACT

PROBLEM TO BE SOLVED: To give a **quality assurance** according to **service** that a **user** actually receives.

SOLUTION : **User** terminals 101 to 10n and control devices 20, 30 for a **service** provider and a content provider, respectively are connected through a network 60, and a **service** provision contract with an SLA is concluded between the **user** and the **service** provider. Moreover, the **user** terminals 101 to 10n are provided with quality monitors 1 for monitoring the quality of provided **service**. A management server 40 of a management **service** provider, if it is determined that quality measurement result by the quality monitor 1 of each of the terminals offends against a specified value of quality stated in the contract concluded between a nonlife insurance proprietor and the provider, determines and notifies a control measure that the management devices 20, 30 of the providers or the **user** terminal is to take, and if it is determined that the specified value offense corresponds to a contract condition of insurance payment, transmits a message on offense situations to an insurance money processing server of the nonlife insurance proprietor.

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10/5/5 (Item 5 from file: 347)
DIALOG(R)File 347:JAPIO
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07663487 **Image available**
SYSTEM AND METHOD FOR COORDINATING QUALITY ASSURANCE (QA) EVENT
PUB. NO.: 2003-157346 [JP 2003157346 A]
PUBLISHED: May 30, 2003 (20030530)
INVENTOR(s): WOLTERS RICHARD ARTHUR JR
HANSEN CHRISTOPHER ALAN
BOYDEN JAMES EVERETT
APPLICANT(s): GENERAL ELECTRIC CO (GE)

APPL. NO.: 2002-260727 [JP 2002260727]
FILED: September 06, 2002 (20020906)
PRIORITY: 01 682493 [US 2001682493], US (United States of America),
September 07, 2001 (20010907)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To provide a QA event control system and its method for minimizing the delay of an event and requiring less system cost.

SOLUTION : The method uses a network system 10 for coordinating a QA event schedule 602. The system includes a server system 12 coupled to a database 20 and at least one **client** system 14. The method includes receiving QA event data 100 and storing the QA event data in the database. The method further includes cross-referencing the QA event data, updating the database including the QA event data and providing information in response to an inquiry.

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10/5/6 (Item 6 from file: 347)

DIALOG(R)File 347:JAPIO
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07582934 **Image available**

BUSINESS PLAN FOR INTERNATIONAL ELECTRONIC SETTLEMENT, DISTRIBUTION AND TRANSACTION ASSURANCE

PUB. NO.: 2003-076777 [JP 2003076777 A]
PUBLISHED: March 14, 2003 (20030314)
INVENTOR(s): OTAWA HIROSHI
KO SEI
SHIMOSAKON TAKIO
TSUCHIYA YUTAKA
TAMURA SHINICHI
DOI HIROYUKI
NAKAGAWA MASARU
NISHINO YOSHINORI
MORIYAMA MASAMITSU
APPLICANT(s): NBL KK
APPL. NO.: 2001-310724 [JP 2001310724]
FILED: August 31, 2001 (20010831)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To do international electronic business transactions through an intangible electronic communication and an information processing method under an international society of varying systems.

SOLUTION : A representative **service** for membership foreign-trade affairs in the international electronic business transactions is provided through electronic information and electronic information processing under a trade participant operation system. A contract agency **service** performs information processing by sharing business transaction information by using a commercial goods schema. A transaction assurance/ **quality assurance service** uses a qualification examination for trade participant, a cash security by seller, representation assurance by an insurance agency, goods inspection assurance by an inspection agency, cash security by a **buyer** and a complete payment assurance for representation by a financial agency.

An international settlement **service** links accounts of the financial agency registered by each trade participant with contract money settlement information by using a settlement schema. An international distribution **service** performs information processing associated with a series of distributions from collaboration with an international/domestic distribution agency, collecting information and individual information on freights up to summarization/recover of costs of reservations, contracts, maintenance and distributions by using a distribution schema.
COPYRIGHT: (C)2003,JPO

10/5/7 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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016044827 **Image available**
WPI Acc No: 2004-202678/200419
XRPX Acc No: N04-161168

Business model for providing engineering and technical personnel, has computerized database to store personnel records of engineering and technology personnel, who are supplied at needed locations

Patent Assignee: ANUMOLU R S (ANUM-I)

Inventor: ANUMOLU R S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20040034557	A1	20040219	US 2002218490	A	20020815	200419 B

Priority Applications (No Type Date): US 2002218490 A 20020815

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20040034557	A1	4	G06F-017/60	

Abstract (Basic): US 20040034557 A1

NOVELTY - The business model has a computerized data base to store personnel records of engineering and technology personnel in a system. The records include name, address, phone number, electronic mail and facsimile information. The personnel are supplied rapidly for **quality assurance**, technical engineering, **information technology**, management and administrative support personnel at a needed location at any part in the world.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) a computer program to search a data base to select appropriate personnel

(b) a computer program to generate an electronic communication to determine availability and desire to work of any selected **person**.

USE - Used for providing full time and part engineering and technical personnel at any worldwide location.

ADVANTAGE - The model eliminates the need for airline ticket, hotel reservation, cash advance, transportation to the airport, thereby improving the efficiency of completing work assignment.

DESCRIPTION OF DRAWING(S) - The drawing shows a business model with distributed personnel.

pp; 4 DwgNo 2/2

Title Terms: BUSINESS; MODEL; ENGINEERING; TECHNICAL; PERSONNEL; COMPUTER; DATABASE; STORAGE; PERSONNEL; RECORD; ENGINEERING; TECHNOLOGY; PERSONNEL; SUPPLY; NEED; LOCATE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): H04K-001/00
File Segment: EPI

10/5/8 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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015872187 **Image available**
WPI Acc No: 2004-030018/200403
Related WPI Acc No: 2001-334234; 2002-645702
XRPX Acc No: N04-023519

Financial service provider system, allows users to contact central computer via Internet to view relevant sub groups of personal finance packages

Patent Assignee: DMC GROEP NV (DMCD-N)

Inventor: TASCHE M B

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
NL 1019793	C2	20030912	NL 20021019793	A	20020120	200403 B

Priority Applications (No Type Date): NL 20011017168 A 20010122

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
NL 1019793	C2	16	G06F-017/60	

Abstract (Basic): NL 1019793 C2

NOVELTY - The system has at least one central computer connected to e.g. the Internet so that a larger number of nationally distributed participants or **users** can communicate with the central computer, enabling a **user** to log-in and retrieve information relating to financial products. The retrieved information is specific to a group of products so that the **user** has an overview of a relevant sub-group of financial products.

DETAILED DESCRIPTION - Financial products include e.g. life and property insurance, mortgages, pensions, savings accounts, financing, bank **services** and investments. The system is preferably designed only to allow on-line communication between the **user** and central computer.

USE - For providing financial **services**.

ADVANTAGE - Independent financial advice can be provided, personal finance packages can be optimized, an independent **quality review** of the financial products on offer can be made, financial product transactions can be carried out directly via the Internet, communication with a personal financial adviser is possible, special offers can be sent to the **user** by text message (SMS) or an equivalent thereof and bonus points can be awarded to those purchasing special financial advice.

DESCRIPTION OF DRAWING(S) - Figure 1 shows the logo for the **service** provider system.

pp; 16 DwgNo 1/1

Title Terms: FINANCIAL; **SERVICE** ; SYSTEM; ALLOW; **USER** ; CONTACT; CENTRAL; COMPUTER; VIEW; RELEVANT; SUB; GROUP; **PERSON** ; FINANCIAL; PACKAGE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

10/5/9 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014767642 **Image available**
WPI Acc No: 2002-588346/200263
XRPX Acc No: N02-466796

Coordination method for work being done on vehicles, especially damage repair work, uses database containing information on vehicles, companies involved and work tasks

Patent Assignee: VAN LEEUWEN-HERMERS M A C C (VLEE-I); WIND N G (WIND-I)
Inventor: VAN LEEUWEN-HERMERS M A C C; WIND N G
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
NL 1016328	C2	20020408	NL 20001016328	A	20001004	200263 B

Priority Applications (No Type Date): NL 20001016328 A 20001004
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
NL 1016328	C2		27	G06F-017/60	

Abstract (Basic): NL 1016328 C2

NOVELTY - At least one work task to be executed is registered at a reporting point. A database is created containing information on vehicles, on car lease companies, insurance companies and/or lorry park managers, and on the work tasks needing to be executed. The work task is then executed from the reporting point.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for the system used to carry out this method, comprising a reporting point for the concerned parties (e.g. driver vehicle and/or owner), at least one computer for processing the reported information and carrying the above database, and a communication system for exchanging information between the concerned parties.

USE - Used by lorry park managers or owners, insurance companies, damage experts, damage repair businesses, replacement vehicle suppliers, vehicle recovery businesses and the emergency **services** to exchange information.

ADVANTAGE - Information exchange between the various parties involved in the repair of damage to an insured vehicle is improved, making it easier for any party to obtain the necessary information or follow the progress of repairs and related activities.

DESCRIPTION OF DRAWING(S) - Figure 1 shows a block diagram representing the work coordination method.

- Call from reporting **person** or institution (1)
- Auto call dispatch (2)
- Physical or virtual call Centrex (3)
- Establish whether call concerns new or existing damage (4)
- Register call and basic information (5)
- Ask whether direct help is required (6)
- Assistance with filling in of damage report form (7)
- Call put through to internal or external worker (8)
- Internal worker (9)
- External worker (10)
- Worker (11)
- Damage correspondent (12)
- Further information taken down (13)
- Organize direct help (14)
- Third party or **person** related to worker (15)
- Call put through to vehicle recovery **service** (16)
- Vehicle recovery **service** (17)
- Replacement car supplier (18)

Alarm Centrex (19)
 Questions asked about damage (20)
 Worker (21)
 Specialist (22)
 Questions concerning damage repair planning (23)
 Questions concerning damage repair progress (24)
 Questions concerning replacement vehicle (25)
 Questions concerning vehicle delivery (26)
 Various other questions (27)
 Management information (28)
 Accounts department (29)
 Question asked whether enquiry is damage-related (30)
 Damage-related questions from non-driver (31)
 Worker (32)
 Specialist (33)
 Question concerning vehicle recovery management (34)
 Question concerning vehicle recovery authorization (35)
 Question concerning replacement vehicles (36)
 Question concerning combined transport (37)
 Question concerning delivery of replacement vehicle (38)
 Question concerning reservation of replacement vehicle (39)
 Question concerning termination of replacement vehicle hire (40)
 Question concerning pickup of replacement vehicle (41)
 Question concerning vehicle delivery (42)
 Various other questions (43)
 Planning expertise (44)
 Reporting expertise (45)
 Expertise authorization (46)
 Repair damage business registration (47)
 Repair work preparation, estimates and assignment (48)
 Repair damage business selection (49)
 Damage repair work authorization (50)
 Expertise consultations and results (51)
 Random test (52)
 Damage repair work planning (53)
 Damage repair work progress (54)
 Question asked whether enquiry is directly damage-related (60)
 Secretary (61)
 Automated **customer** care handling system (62)
 Administration (63)
 Account management (64)
Quality assurance department (65)
 Senior management (66)
 Invoice management (67)
 Liaison management (68)
 Invoice accounting (69)
 Expert reports (70)
 Random test reports (71)
 New damage reports (72)
 Damage to be planned for (73)
 Damage progress (74)
 Incoming invoices (75)
 Incoming documents (76)
 Planning department worker (77)
 Planning specialist (78)
 Call put through to specialist (80)
 Telex connection (81)
 Question concerning repair planning (82)
 Question concerning repair work progress (83)
 Question concerning organization of replacement vehicle (84)
 Question concerning delivery of repaired vehicle (85)

Question concerning decision on repair work/damage write-off (86)
Repair preparation estimates and assignment (87)
Damage repair business selection (88)
Assignment of random test (89)
Invoice control (90)
Registration and planning of repair damage businesses (91)
Sale of write-off vehicles (92)
Invoice issuing (93)
Offer registration (94)
pp; 27 DwgNo 1/2

Title Terms: COORDINATE; METHOD; WORK; VEHICLE; DAMAGE; REPAIR; WORK;
DATABASE; CONTAIN; INFORMATION; VEHICLE; COMPANY; WORK; TASK

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-017/30

File Segment: EPI

10/5/10 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014650153 **Image available**

WPI Acc No: 2002-470857/200250

XRPX Acc No: N02-371714

Automated artificial intelligence system for manufacturing and design and engineering application, processes MI information into database, which are made available for enterprise for instantaneous use

Patent Assignee: KILAMBI J (KILA-I); KILAMBI S (KILA-I)

Inventor: KILAMBI J; KILAMBI S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020049625	A1	20020425	US 2000231633	A	20000911	200250 B
			US 2001952519	A	20010911	

Priority Applications (No Type Date): US 2000231633 P 20000911; US
2001952519 A 20010911

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020049625	A1		39	G06F-017/60	Provisional application US 2000231633

Abstract (Basic): US 20020049625 A1

NOVELTY - The automated system receives the manufacturing intelligence (MI) information for the experts in an enterprise through a graphical interface. A **user** is then allowed to process the information into a database for the artificial intelligence systems for making the manufacturing intelligence available for the enterprise for instantaneous use.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Automated artificial intelligence method; and
- (2) A computer-based system for design engineering and manufacturing design.

USE - Used in business for entrepreneur, maintenance engineer, design engineer, consulting firm for design and implementation of engineering and manufacturing design **services** and for capturing, synchronizing and unifying engineering and manufacturing intelligence across an enterprise.

ADVANTAGE - The automated artificial intelligence system obtains economical, efficient design engineering **solutions** to access

resources needed to implement the **solution** and provides on-line **quality assurance**, quality control and trouble shooting tools for a continuous operation. The diffusivity and asynchronization of manufacturing intelligence across an enterprise are reduced, resulting in faster concept to completion (C2C) implementations.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of a representative software application used in automated artificial intelligence system.

pp; 39 DwgNo 2/3

Title Terms: AUTOMATIC; ARTIFICIAL; INTELLIGENCE; SYSTEM; MANUFACTURE; DESIGN; ENGINEERING; APPLY; PROCESS; INFORMATION; DATABASE; MADE; AVAILABLE; INSTANT

Derwent Class: T01; T06

International Patent Class (Main): G06F-017/60

File Segment: EPI

10/5/11 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014625548 **Image available**

WPI Acc No: 2002-446252/200248

XRPX Acc No: N02-351626

Quality assurance monitoring system comprises central computer with memory holding data and checking against norm values

Patent Assignee: FRANCE TELECOM (ETFR); FRANCE TELECOM SA (ETFR)

Inventor: BELLABOUVIER J; BELLABOUVIER J P

Number of Countries: 026 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1205867	A1	20020515	EP 2001402861	A	20011107	200248 B
FR 2816425	A1	20020510	FR 200014266	A	20001107	200248

Priority Applications (No Type Date): FR 200014266 A 20001107

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 1205867 A1 F 18 G06F-017/60

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

FR 2816425 A1 G06F-019/00

Abstract (Basic): EP 1205867 A1

NOVELTY - The system uses a company's computer network to link user stations and a central monitoring computer overseeing **quality assurance** for the business operation. Information provided is stored in a number of memory areas (20a-f, 22a-d). These two areas are connected to a further area (24) for managing the non-conformity of the measured data, detecting differences between this data and the expected norms. This in turn is used to apply **corrective** controls.

DETAILED DESCRIPTION - The system for tracking **quality assurance** within a business includes a computer system for recording data relating to the business, enabling the establishment of links between the data. It includes a central information storage system (18) and, linked to this, a number of **user** stations (10,12,14) communicating via the business computer network (16). Information provided is stored in a number of memory areas (20a-f, 22a-d). These two areas are connected to a further area (24) for managing the non-conformity of the measured data, detecting differences between this data and the expected norms. This is linked to a system for triggering **corrective** action when the data differs from the norm by more than an acceptable limit.

USE - Monitoring **quality assurance** for business enterprise.
ADVANTAGE - Enables automatic monitoring against accepted standards.

DESCRIPTION OF DRAWING(S) - The diagram shows the computer system linking **user** stations to a central memory.

user stations (10,12,14)
computer network (16)
central information store (18)
memory areas. (20a-f, 22a-d)
pp; 18 DwgNo 1/7

Title Terms: QUALITY; ASSURE; MONITOR; SYSTEM; COMPRISE; CENTRAL; COMPUTER; MEMORY; HOLD; DATA; CHECK; NORM; VALUE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60** ; G06F-019/00

International Patent Class (Additional): H04L-029/00

File Segment: EPI

10/5/12 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014604371 **Image available**

WPI Acc No: 2002-425075/200245

Related WPI Acc No: 2002-598828; 2002-642407

XRPX Acc No: N02-334215

Service **provision system e.g. for transportation, delivery of pharmaceuticals, has server with quality assurance unit, requesting scheduler computer to contact with claimant for verification of services**

Patent Assignee: ACCESS TRANSPORT SERVICES INC (ACCE-N)

Inventor: DOMBROSKI R M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020035491	A1	20020321	US 2000234096	A	20000921	200245 B
			US 2001960416	A	20010921	

Priority Applications (No Type Date): US 2000234096 P 20000921; US 2001960416 A 20010921

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020035491	A1		26	G06F-017/60	Provisional application US 2000234096

Abstract (Basic): US 20020035491 A1

NOVELTY - A server (32) connected to internet (36) and a scheduler computer (38), processes and stores claimant data input through the computer. The server has a **quality assurance** (QA) unit that forwards requests to the scheduler computer for contacting the claimant before and after the **service**, to verify the **service** and for contacting **service** vendor (44) before scheduled **service** through PSTN telephone interface.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for method to provide **services** to a claimant.

USE - For providing scheduled **services** such as transportation, translation, delivery of durable medical equipments (DME) and pharmaceuticals to claimants, through internet and PSTN.

ADVANTAGE - Provides claimed **services** at increased **quality assurance** and provides increased convenience on scheduling trips. Provides ease of adding notes to claimant records for tracking purposes

and to convey messages for special needs. Allows **users** to verify their scheduled **services** at a glance.
DESCRIPTION OF DRAWING(S) - The figure shows a schematic diagram of the **service** provision system.

Server (32)
Internet (36)
Scheduler computer (38)
Service vendor (44)

pp; 26 DwgNo 1/19

Title Terms: **SERVICE** ; PROVISION; SYSTEM; TRANSPORT; DELIVER;
PHARMACEUTICAL; SERVE; QUALITY; ASSURE; UNIT; REQUEST; COMPUTER; CONTACT;
VERIFICATION; **SERVICE**

Derwent Class: S05; T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

10/5/13 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013972942 **Image available**

WPI Acc No: 2001-457155/200149

XRPX Acc No: N01-338843

Procurement system e.g. for the Internet, uses reverse auction and computer network technologies in conjunction with open market, quality assurance and anonymous bidder and buyer processes

Patent Assignee: DATA EXCHANGE CORP (DATA-N)

Inventor: BURG W D; COFFMAN A H; DICKINSON C T; MALCHICOFF S; SCHNEEMAN L; STANFORTH M C

Number of Countries: 094 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200135292	A1	20010517	WO 2000US30343	A	20001103	200149 B
AU 200115826	A	20010606	AU 200115826	A	20001103	200152

Priority Applications (No Type Date): US 2000664639 A 20000919; US 99163885 P 19991105

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200135292 A1 E 34 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200115826 A G06F-017/60 Based on patent WO 200135292

Abstract (Basic): WO 200135292 A1

NOVELTY - Method for conducting an auction includes receiving a request from a **buyer** to procure the item, then giving notice to each of the suppliers that an auction is to be conducted to determine the supplier of the requested item. The suppliers have access via a computer network to a computer system that conducts the auction. Next, the auction is conducted over a period of time in which some or all of the suppliers submit bids at which each agrees to supply the requested item.

DETAILED DESCRIPTION - At the end of the auction, a lowest bid is determined and whether the lowest bid is below a target price. If there

is a bid below the target price, the lowest bidder is declared to be the auction winner and the winner is so informed. Lastly, the item is procured from the auction winner. INDEPENDENT CLAIMS are also included for the following: method for procuring an item; system connected to a computer network

USE - For the Internet.

ADVANTAGE - Pricing process, by means of a reverse auction, favors both the seller and the **buyer**. The **buyer**'s advantage is that the **buyer** receives a product or **service** at a lower cost because of the reverse auction process and the supplier's advantage is that the supplier is guaranteed the sale if the supplier was the lowest bidder and below the target price set by the **buyer**. Anyone, at any time, can become a supplier; no qualification is required. Because product quality is assured by the assurer, the procurement system of the present invention substantially guarantees that the **buyer** will not receive sub-standard product and **buyer** returns and refunds will be substantially eliminated. Requesting items to be supplied by an auction winner and bidding for the items completely anonymous. This assures a completely un-biased procurement system and prevents market alterations based upon the identity of either the **buyer** or the seller.

DESCRIPTION OF DRAWING(S) - The diagram shows the computer network system over which auctions are conducted

Internet (40)

database server (54)

client computer system (42,44,58)

pp: 34 DwgNo 1/8

Title Terms: SYSTEM; REVERSE; AUCTION; COMPUTER; NETWORK; CONJUNCTION; OPEN ; MARKET; QUALITY; ASSURE; BUY; PROCESS

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

10/5/14 (Item 8 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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012457044 **Image available**

WPI Acc No: 1999-263152/199922

XRPX Acc No: N99-195986

Automated system for managing work in connection with computer application programming

Patent Assignee: ELECTRONIC DATA SYSTEMS CORP (ELDA-N)

Inventor: BARTON B L; DAFFIN T A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5893906	A	19990413	US 96696307	A	19960813	199922 B

Priority Applications (No Type Date): US 96696307 A 19960813

Patent Details:

Patent No	Kind	Lang	Pg	Main IPC	Filing Notes
US 5893906	A		14	G06F-017/60	

Abstract (Basic): US 5893906 A

NOVELTY - A routing processor (40) automatically generates a work order (28) in response to the received work order configuration. The processor tracing the work order as actions are taken pursuant to the work order, receives data identifying the specified program of application programming and links the work order to the specified

program.

DETAILED DESCRIPTION - Interface (32,38) receives inventory information pertaining to computer application programming and work order configuration that identifies a specified program of application programming. An inventory memory (36) stores the inventory information. A program memory, in data communication with the interface, stores the specified program. A routing processor (40) generates a work order in response to the work order (28) configuration. The work order specifies a portion of inventory information pertaining to the computer application program. An INDEPENDENT CLAIM is included for work managing method for computer application program.

USE - For managing work in connection with computer application programming.

ADVANTAGE - Maintains data structure which includes information relating to a program in the computing application and the programs associated subsystems, copy books, tag names, maps, reports, files and sorts. Automatically tracks a work order from generation until completion and tracks which **person** or **persons** are performing work or need to perform work pursuant to the work order. Consequently, a project leader is able to manage the staff of engineers and the work orders. Automatically generates a checklist corresponding to a work order to ensure that all work pursuant to the work order has been completely and **correctly** performed. The checklist includes sufficient details to assist the system engineer or **quality assurance** engineer in reviewing work.

DESCRIPTION OF DRAWING(S) - The figure shows the automated system for managing work in a computer application.

Workorder (28)

Routing processor (40)

Interface (32,38)

Inventory memory (36)

pp; 14 DwgNo 2/7

Title Terms: AUTOMATIC; SYSTEM; MANAGE; WORK; CONNECT; COMPUTER; APPLY

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

10/5/15 (Item 9 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010865291 **Image available**

WPI Acc No: 1996-362242/199636

Self- correcting work inventory instruction system - has defect analysis device which compares test result information from defect information feedback device with preselected defect information for selected audit

Patent Assignee: SECREST E A (SECR-I)

Inventor: SECREST E A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5541846	A	19960730	US 94327694	A	19941024	199636 B

Priority Applications (No Type Date): US 94327694 A 19941024

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5541846	A	10	G06F-017/60	

Abstract (Basic): US 5541846 A

The system includes a sampling matrix memory which stores a

sampling range of sampling percentages for each of a number of operator selectable audits. The sampling matrix is responsive to operator selected audit information to select a corresponding sampling range and an initial output percentage from within the sampling range.

The sampling matrix memory is addressable to increment and decrement the output sampling percentage in the range. A defect information feedback device provides test result information. A defect analysis device compares the test result information from the defect information feedback device with preselected defect information for the selected audit.

ADVANTAGE - Provides automatic **correction** and adjustment without human intervention monitored manufacturing and **quality review** process. Maintains detailed defected records and enables source of defects to be traced accurately. Provides **user** -friendly ease of operation.

Dwg.1/4

Title Terms: SELF; **CORRECT** ; WORK; INVENTORY; INSTRUCTION; SYSTEM; DEFECT; ANALYSE; DEVICE; COMPARE; TEST; RESULT; INFORMATION; DEFECT; INFORMATION; FEEDBACK; DEVICE; PRESELECTED; DEFECT; INFORMATION; SELECT; AUDIT

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

Set	Items	Description
S1	1	AU=(GLOOR R? OR GLOOR, R?)
S2	166553	QUALITY() (ASSURANCE? OR REVIEW?)
S3	8461453	SOLUTION? OR DEFICIEN? OR CORRECT?
S4	732667	VIABLE OR VIABILIT?
S5	40773	S2(25N) (CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PUR- CHASER? OR USER? OR PEOPLE OR PERSON? ?)
S6	5820	S5(20N)S3
S7	2	S6(20N)S4
S8	411	S6(S) (INFORMATION?()) TECHNOLOG?)
S9	273	(S8 OR S7) NOT PY>1999
S10	69	RD (unique items)

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(c) 2004 The Gale Group

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(c) 2004 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group

File 275:Gale Group Computer DB(TM) 1983-2004/Jul 05
(c) 2004 The Gale Group

File 621:Gale Group New Prod. Annou. (R) 1985-2004/Jul 02
(c) 2004 The Gale Group

File 636:Gale Group Newsletter DB(TM) 1987-2004/Jul 05
(c) 2004 The Gale Group

File 20:Dialog Global Reporter 1997-2004/Jul 07
(c) 2004 The Dialog Corp.

File 476:Financial Times Fulltext 1982-2004/Jun 25
(c) 2004 Financial Times Ltd

File 610:Business Wire 1999-2004/Jul 05
(c) 2004 Business Wire.

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(c) 2004 PR Newswire Association Inc

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(c) 2004 McGraw-Hill Co. Inc

File 634:San Jose Mercury Jun 1985-2004/Jul 03
(c) 2004 San Jose Mercury News

File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire

File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

10/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01851958 05-02950

Workflow: 'Unsung hero'

Sheridan, John H
Industry Week v248n13 PP: 27 Jul 5, 1999
ISSN: 0039-0895 JRNL CODE: IW
WORD COUNT: 619

...ABSTRACT: for many manufacturers today is how to ensure a meaningful payback from their spending on **information technology**. The challenge for management, according to Bob Gilbert, manager of manufacturing systems at Lockheed Martin...

... payback, Gilbert observes, is workflow management - software systems that automatically route documents and notifications to **people** who must perform various sequential tasks or issue approvals. The Lockheed Martin plant uses a workflow **solution** from Action Technologies Inc. to manage its **quality - assurance** reporting process.

10/3,K/2 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06836613 Supplier Number: 57868168 (USE FORMAT 7 FOR FULLTEXT)
FEATURE/Dr. E. Rodney Hornbake Named Chief Medical Officer of Olsten Health Services Business.

Business Wire, p1110
Dec 1, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 595

... North America, Latin America and Europe under Olsten Staffing Services and related brands.

Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/3 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06815307 Supplier Number: 57626351 (USE FORMAT 7 FOR FULLTEXT)
Olsten Health Services Leadership Change Announced.

Business Wire, p1396
Nov 18, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 315

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and

North America's largest provider of home health care and related services.
The...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/4 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06807263 Supplier Number: 57569838 (USE FORMAT 7 FOR FULLTEXT)
Domain Pharma Corporation Receives ISO 9001 Certification.
PR Newswire, p5092
Nov 15, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 398

... approach to product development, service and support," said Laura Araujo, Vice President of Quality and **Information Technology**, Domain Pharma Corporation. "The next step is to ensure continuous and constant improvement of those processes as a leading supplier of software **solutions** in our industry."

ISO certification is a model for **quality assurance** in the design, development, production, installation and servicing of a company's product. Domain Pharma's ISO 9001 certification solidifies its commitment to satisfy **customers'** requirements by adhering to practices that ensure delivery of products and services that provide high...

10/3,K/5 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06804901 Supplier Number: 57571841 (USE FORMAT 7 FOR FULLTEXT)
Olsten Standardizes Nationwide Enterprise Network On Reliable, High-Speed Systems From 3Com.
Business Wire, p1823
Nov 15, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1497

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. Olsten...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400

offices in...

10/3,K/6 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06777804 Supplier Number: 57151584 (USE FORMAT 7 FOR FULLTEXT)
Olsten Health Services Credentialing Program Attains Compliance Score of 98.9% in CIGNA Audit.
Business Wire, p0039
Nov 3, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 546

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home healthcare and related services. Olsten Health...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/7 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06728793 Supplier Number: 56464793 (USE FORMAT 7 FOR FULLTEXT)
New Presidents Named at Day & Zimmermann.
Business Wire, p0354
Oct 18, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 764

... other industries.

-- H. L. Yoh Group - provides full service, contract technical staffing and administrative management **solutions** to **clients** throughout the U.S., with a focus on **information technology**, engineering, research and development, quality control, **quality assurance**, regulatory and clinical research personnel.
-- Day & Zimmermann Mason & Hanger - manufactures, stores and demilitarizes ammunition products...

10/3,K/8 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06723188 Supplier Number: 56283901 (USE FORMAT 7 FOR FULLTEXT)
Olsten Advises That High-Risk Children be Protected Against RSV-Related Infections Prior to Respiratory Virus Season.
Business Wire, p1203

Oct 14, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 598

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home healthcare and related services. Olsten Health...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/9 (Item 8 from file: 16)
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06711616 Supplier Number: 56190091 (USE FORMAT 7 FOR FULLTEXT)
Olsten Health Services' Pediatric Asthma Program Wins 1999 Silver Wyeth-Ayerst HERA Award.

Business Wire, p2105

Oct 11, 1999

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 907

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home healthcare and related services. The Company...

...therapies, and marketing and distribution solutions for pharmaceutical, biotechnology and medical device firms. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/10 (Item 9 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06704481 Supplier Number: 56068248 (USE FORMAT 7 FOR FULLTEXT)
Olsten Files Documents Associated With the Proposed Adecco Merger and Health Services Business Split Off.

Business Wire, p1564

Oct 7, 1999

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 436

... North America, Latin America and Europe under Olsten Staffing

Services and related brands.

Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/11 (Item 10 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06698321 Supplier Number: 56014170 (USE FORMAT 7 FOR FULLTEXT)

Comercis, IBM NUMA-Q, Compaq, Electric Lightwave and RCG Information

Technology Launch New ASP Architecture: Connection ASP.

Business Wire, p1406

Oct 6, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1067

... via phone at (877) 424-9932.

About RCG Information Technology, Inc: (www.rcgit.com)

RCG **Information Technology** is a full service provider of business consulting and IT-enabled solutions to the Fortune...

...industries, from financial services, energy and healthcare to pharmaceuticals, telecommunications and electronics. RCG IT's **solutions** offerings include Management and Strategy Consulting, Enterprise Application Services (**customer** relationship management, systems integration and interfaces, ERP), outsourcing, project services (project management, **quality assurance** , conversions and migrations), knowledge management, electronic commerce and staff augmentation. RCG IT has it headquarters...

10/3,K/12 (Item 11 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06688474 Supplier Number: 55968566 (USE FORMAT 7 FOR FULLTEXT)

In Recognition of Brain Injury Awareness Month, Olsten Health Services

Reports Rehabilitation in a Natural Setting Leads to Improved Outcomes, Significant Savings.

Business Wire, p1093

Oct 4, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 986

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home healthcare and related services. Olsten Health...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce,

quality assurance and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/13 (Item 12 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06688332 Supplier Number: 55968390 (USE FORMAT 7 FOR FULLTEXT)

Olsten Announces Restated Financial Statements; Q2, Q3 and Year End 1998, as Well as Q1 and Q2 in 1999 Restated.

Business Wire, p1492

Oct 4, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 640

... North America, Latin America and Europe under Olsten Staffing Services and related brands.

Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/14 (Item 13 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06678988 Supplier Number: 55902308 (USE FORMAT 7 FOR FULLTEXT)

Olsten Health Services Signs Agreement With Mutual of Omaha.

Business Wire, p1292

Sept 29, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 406

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home healthcare and related services. Olsten Health...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/15 (Item 14 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06638688 Supplier Number: 55761049 (USE FORMAT 7 FOR FULLTEXT)

Olsten Health Services Reports Average Patient Savings of \$7,300 Annually

With Its In-home Asthma Self-Management Program.
Business Wire, p1087
Sept 16, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 662

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home healthcare and related services. Olsten Health...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/16 (Item 15 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06632750 Supplier Number: 55741795 (USE FORMAT 7 FOR FULLTEXT)
Social Barriers to Employing Disabled Still Exist Despite ADA Enactment.
Business Wire, p1417
Sept 14, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1006

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/17 (Item 16 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06605327 Supplier Number: 55630736 (USE FORMAT 7 FOR FULLTEXT)
Day & Zimmermann's Engineering & Construction Company Expands into Europe; Going Global to Meet Customer Demand.
Business Wire, p1293
Sept 1, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 794

... 500 companies.
-- H. L. Yoh Group - provides full service, contract technical staffing and administrative management **solutions** to **clients** throughout the U.S., with a focus on **information technology**, engineering, research and development, quality control, **quality**

assurance , regulatory and clinical research personnel.
-- NPS Energy Services, Inc. - provides maintenance, plant
betterment, commissioning and...

10/3,K/18 (Item 17 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06590463 Supplier Number: 55559831 (USE FORMAT 7 FOR FULLTEXT)
**Olsten Health Services Announces 24 Branches and Pharmacies in Six Regions
Awarded Accreditation From Joint Commission; 96% of Olsten Health
Services Branches Are Accredited.**

Business Wire, p1453
August 25, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 456

... offices on three continents, is a world leader in staffing
services, a significant provider of **information technology** services and
North America's largest provider of home health care and related services.
Olsten...

...North America, Latin America and Europe under Olsten Staffing Services
and related brands. Olsten's **information technology** division, IMI
Systems, provides design, programming and maintenance of computer systems,
including focused **solutions** for applications management, e-commerce,
quality assurance and enterprise support services to **clients** in North
America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/19 (Item 18 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06571902 Supplier Number: 55481615 (USE FORMAT 7 FOR FULLTEXT)
**Olsten Agrees to Combine Staffing Services Business With Adecco and
Announces Planned Split Off of Health Services Operations.**

Business Wire, p1588
August 18, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 814

... North America, Latin America and Europe under Olsten Staffing
Services and related brands.

Olsten's **information technology** division, IMI Systems, provides
design, programming and maintenance of computer systems, including focused
solutions for applications management, e-commerce, **quality assurance**
and enterprise support services to **clients** in North America and Western
Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/20 (Item 19 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06563564 Supplier Number: 55445963 (USE FORMAT 7 FOR FULLTEXT)
Olsten Corporation Reports Second Quarter Increase in Revenues and Earnings Per Share -- Company Continues Discussions Concerning a Possible Significant Corporate Transaction.

Business Wire, p1043
August 16, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 928

... North America, Latin America and Europe under Olsten Staffing Services and related brands.

Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/21 (Item 20 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06558613 Supplier Number: 55421858 (USE FORMAT 7 FOR FULLTEXT)
New Office Technology Careers Await Job Seekers and Underskilled Workers in Fort Worth.

Business Wire, p1040
August 12, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 619

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/22 (Item 21 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06555694 Supplier Number: 55414504 (USE FORMAT 7 FOR FULLTEXT)
Olsten Corporation Announces It is in Discussions On Potential Corporate Transaction.

Business Wire, p1378
August 11, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 309

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. The...

...therapies, and marketing and distribution solutions for pharmaceutical,

biotechnology and medical device firms. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/23 (Item 22 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06548053 Supplier Number: 55388726 (USE FORMAT 7 FOR FULLTEXT)

Olsten Corporation Announces First FrontPage 98 Software Skills Evaluation by a Staffing Company.

Business Wire, pl459

August 9, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 569

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/24 (Item 23 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06539869 Supplier Number: 55353678 (USE FORMAT 7 FOR FULLTEXT)

Olsten Executive Appointed Honorary Commissioner Of NY State Division Of Human Rights.

Business Wire, pl308

August 5, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 454

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. The...

...therapies, and marketing and distribution solutions for pharmaceutical, biotechnology and medical device firms. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/25 (Item 24 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06501834 Supplier Number: 55212476 (USE FORMAT 7 FOR FULLTEXT)
**Olsten's Precise System Receives Accreditation By the British National
Training Organisation for Information Technology.**

Business Wire, p0056

July 21, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 496

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/26 (Item 25 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06501833 Supplier Number: 55212475 (USE FORMAT 7 FOR FULLTEXT)
**Olsten Health Services Announces That 68 Branch Office Locations Within 13
Regions Awarded Accreditation From Joint Commission.**

Business Wire, p0055

July 21, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 620

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. Olsten...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/27 (Item 26 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06497724 Supplier Number: 55195417 (USE FORMAT 7 FOR FULLTEXT)
Olsten Signs Settlement With Federal Government.

Business Wire, p1654

July 19, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 453

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and

North America's largest provider of home health care and related services.
The...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/28 (Item 27 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06490983 Supplier Number: 55170718 (USE FORMAT 7 FOR FULLTEXT)
Olsten Health Services Announces Agreement With Apria Healthcare, Inc.
Business Wire, p1343
July 16, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 506

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services.
Olsten...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/29 (Item 28 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06477897 Supplier Number: 55114407 (USE FORMAT 7 FOR FULLTEXT)
New Mexico Drops Criminal Inquiry Into Past Practices of Quantum Health Resources.
Business Wire, p1418
July 9, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 464

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services.
The...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce,

quality assurance and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/30 (Item 29 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06474749 Supplier Number: 55093697 (USE FORMAT 7 FOR FULLTEXT)
Olsten Names Wick European Chief Financial Officer and Morris Chief Executive/Managing Director of UK Subsidiary.
Business Wire, p1404
July 7, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 467

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/31 (Item 30 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06472790 Supplier Number: 55078823 (USE FORMAT 7 FOR FULLTEXT)
Olsten Announces Thousands Who Retired are Now Being Hired.
Business Wire, p1514
July 6, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 633

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/32 (Item 31 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06447702 Supplier Number: 55029363 (USE FORMAT 7 FOR FULLTEXT)
FEATURE/Companies Expand Access to Sensitive Financial Data as Use of Temporary Financial Employees Grows.
Business Wire, p1021
June 30, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 496

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/33 (Item 32 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06439628 Supplier Number: 55000564 (USE FORMAT 7 FOR FULLTEXT)
FEATURE/Olsten Corporation Unveils Precise System At Global Human Resource Management Conference.

Business Wire, p1063
June 28, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 952

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/34 (Item 33 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06418075 Supplier Number: 54909956 (USE FORMAT 7 FOR FULLTEXT)
Jeffrey Yablon Joins Olsten Health Services as Vice President of Sales.

Business Wire, p1262
June 17, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 418

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. Olsten...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/35 (Item 34 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

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06417348 Supplier Number: 54908989 (USE FORMAT 7 FOR FULLTEXT)
Day & Zimmermann Elevates NPS Energy Services to Business Group Status.
Business Wire, p1362

June 17, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 847

... 500 companies.

-- H. L. Yoh Group - provides full service, contract technical staffing and administrative management **solutions** to **clients** throughout the U.S., with a focus on **information technology**, engineering, research and development, quality control, **quality assurance**, regulatory and clinical research personnel.

-- NPS Energy Services, Inc. - provides maintenance, plant betterment and decommissioning...

10/3,K/36 (Item 35 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06408406 Supplier Number: 54866624 (USE FORMAT 7 FOR FULLTEXT)
Olsten Health Services to Offer Disease Management Program for Congestive Heart Failure Patients.

Business Wire, p0070

June 14, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 766

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. Olsten...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

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10/3,K/37 (Item 36 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06383566 Supplier Number: 54781871 (USE FORMAT 7 FOR FULLTEXT)
Whittman-Hart Names New Solutions Director in San Francisco.

PR Newswire, p2021

June 2, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 325

SAN FRANCISCO, June 2 /PRNewswire/ -- Whittman-Hart, Inc. (Nasdaq:

WHIT), a leading provider of **information technology** (IT) consulting and systems-integration services for growing and middle-market companies, today announced that Warren Raisch has joined the Company's San Francisco branch office as its **Solutions** Director for Network Enabled **Solutions** .

Raisch manages a team of IT professionals who develop network-based computing **solutions** that allow **people** , technology and organizations to work together regardless of geographical location. Other responsibilities include evaluating projects, **quality assurance** and promoting Whittman-Hart's network services, including electronic business **solutions** , to existing and potential **clients** .

Raisch has more than 18 years of IT experience. He founded WorldCast Networks, Inc., which...

10/3,K/38 (Item 37 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06355047 Supplier Number: 54687064 (USE FORMAT 7 FOR FULLTEXT)

Olsten Corporation Board of Directors Declares Regular Quarterly Dividend of 4 Cents Per Share.

Business Wire, p1450

May 20, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 236

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. The...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/39 (Item 38 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06353894 Supplier Number: 54682077 (USE FORMAT 7 FOR FULLTEXT)

Olsten Delivers 70,000 Automated Paychecks to Employees Using PeopleSoft HRMS; More Than 1,600 Customers Have Licensed PeopleSoft Payroll.

Business Wire, p0185

May 20, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 655

... North America, Latin America and Europe under Olsten Staffing Services and related brands.

Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western

Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/40 (Item 39 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06338834 Supplier Number: 54630939 (USE FORMAT 7 FOR FULLTEXT)
Day & Zimmermann Wins National Family Business of the Year Award.
Business Wire, p0330
May 13, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 617

... 500 companies.

-- H. L. Yoh Group - provides full service, contract technical staffing and administrative management **solutions** to **clients** throughout the U.S., with a focus on **information technology**, engineering, research and development, quality control, **quality assurance**, regulatory and clinical research personnel.

-- NPS Energy Services, Inc. - provides maintenance, plant betterment and decommissioning...

10/3,K/41 (Item 40 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06332098 Supplier Number: 54608908 (USE FORMAT 7 FOR FULLTEXT)
Day & Zimmermann's Engineering and Construction Division Reorganized and On the Move.
Business Wire, p1433
May 11, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1018

... 500 companies.

-- H. L. Yoh Group - provides full service, contract technical staffing and administrative management **solutions** to **clients** throughout the U.S., with a focus on **information technology**, engineering, research and development, quality control, **quality assurance**, regulatory and clinical research personnel.

-- NPS Energy Services, Inc. - provides maintenance, plant betterment and decommissioning...

10/3,K/42 (Item 41 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06295621 Supplier Number: 54477774 (USE FORMAT 7 FOR FULLTEXT)
Olsten Health Services Managing Primary Distribution of Avocet Prothombin Time Monitor.
Business Wire, p1052
April 27, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade

Word Count: 862

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. Olsten...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/43 (Item 42 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06271301 Supplier Number: 54385843 (USE FORMAT 7 FOR FULLTEXT)
Day & Zimmermann Merges with The Mason Company, Enhances Government Contracts Capability.
Business Wire, pl331
April 15, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 782

... 500 companies.
-- H. L. Yoh Group - provides full service, contract technical staffing and administrative management **solutions** to **clients** throughout the U.S., with a focus on **information technology**, engineering, research and development, quality control, **quality assurance**, regulatory and clinical research personnel.
-- NPS Energy Services, Inc. - provides maintenance, plant betterment and decommissioning...

10/3,K/44 (Item 43 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06271186 Supplier Number: 54385694 (USE FORMAT 7 FOR FULLTEXT)
Renaissance Implements Innovative Electronic Wage Reporting Solutions in California.
Business Wire, pl227
April 15, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 689

... 20 state departments of tax and revenue with streamlining their tax submittal processes.

Renaissance Government **Solutions**, a business unit of Renaissance Worldwide, assists public sector **clients** nationwide prepare for the business challenges of the 21st century. Renaissance offers specialized business and technology **solutions** by applying focused expertise in IT consulting, **Quality Assurance** /IV&V, Business Process Improvement, Electronic Government, Year 2000, Data Warehousing and the Renaissance

Balanced Scorecard(TM). Renaissance is bridging the gap between today's **information technology** challenges and tomorrow's leading edge solutions to help government agencies accomplish their strategic initiatives...

10/3,K/45 (Item 44 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06267519 Supplier Number: 54368612 (USE FORMAT 7 FOR FULLTEXT)
FEATURE/Olsten Technical Training Centers Create Skilled Workforce for Growing Technical Manufacturing Demand.

Business Wire, p1034
April 14, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 926

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/46 (Item 45 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06258586 Supplier Number: 54318948 (USE FORMAT 7 FOR FULLTEXT)
FEATURE/Only Half of Human Resources Information Systems Y2K Compliant.

Business Wire, p1020
April 8, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 724

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/47 (Item 46 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06232163 Supplier Number: 54265171 (USE FORMAT 7 FOR FULLTEXT)
Olsten Names Pierre Bouvier to New Post Of Senior Vice President and Managing Director-Europe.

Business Wire, p1362
March 31, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 438

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/48 (Item 47 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06227309 Supplier Number: 54244483 (USE FORMAT 7 FOR FULLTEXT)
Olsten Corporation Plans First Quarter Special Charge for Settlement of Federal Government Inquiries and Realignment of Businesses.
Business Wire, p1016
March 30, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 935

... North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, program and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in ...

10/3,K/49 (Item 48 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06178892 Supplier Number: 54047857 (USE FORMAT 7 FOR FULLTEXT)
FEATURE/Help-Wanted Ads Still Most Effective Recruitment Tool Despite Rapid Growth of Internet Recruitment Activity.
Business Wire, p1027
March 9, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 663

... North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/50 (Item 49 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05908777 Supplier Number: 53128736 (USE FORMAT 7 FOR FULLTEXT)
Data Dimensions Reports Third Quarter Earnings, Excluding Acquisition

Costs, Grew 190 Percent on Revenue Increase of 95 Percent.

PR Newswire, p9956
Oct 27, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1008

... Validation (IV&V) services and systems testing. Going forward, DDI's strengths in process management, **quality assurance** and testing, and outsourcing will continue to provide our **clients** with innovative, value-added **information technology solutions**," said Martin.

Gordon Gardiner, executive vice president and chief financial officer, added, "There were a...

10/3,K/51 (Item 50 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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05473272 Supplier Number: 48294692 (USE FORMAT 7 FOR FULLTEXT)

B&M Associates Introduces New Software Division.

Business Wire, p2161115
Feb 16, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 464

... one of the country's leading technical staffing companies, has announced the formation of **INSOFT- Solutions** (tm), a new group dedicated to the software and **information technology** needs of **client** firms. Through the new division, B&M will focus on high-level technical positions in software engineering, software **quality assurance**, systems development, database design and software documentation.

Companies are experiencing significant shortages of technical staff...

10/3,K/52 (Item 51 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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05459723 Supplier Number: 48276288 (USE FORMAT 7 FOR FULLTEXT)

U.S. Corporations Turn to Specialized Staffing Firms to Relieve High-Tech Labor Shortage, Says Expert

PR Newswire, p0205NYFNSA01
Feb 5, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 472

... says Steiner.

Companies need large numbers of temporary high-tech consultants to develop and implement **information technology solutions** in order to compete. The professionals in short supply include: Internet specialists, software engineers, **information technology** professionals, network engineers, software **quality assurance** professionals, **client** /server specialists, Year 2000 specialists and technical writers, Steiner says.

In the U.S. the...

10/3,K/53 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10117731 SUPPLIER NUMBER: 20489898 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Shortages stir schools. (Rensselaer Polytechnic Institute and other technical schools alter their curricula to match the interests of students) (Industry Trend or Event)

Tobias, Arthur

Electronic Engineering Times, n1002, p10(1)

April 13, 1998

ISSN: 0192-1541

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 2176 LINE COUNT: 00189

... of a firm and fit comfortably in its work environment." As long as computer and **information technology** remain key forces in the economy, he foresees "an indefinitely expanding and pervasive need for...

10/3,K/54 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

04200781 Supplier Number: 54931839 (USE FORMAT 7 FOR FULLTEXT)

PEOPLESFT HRMS ENHANCES OLSTEN'S PAYROLL SYSTEMS.

Productivity Software, v12, n7, pNA

July, 1999

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 608

... North America, Latin America and Europe under Olsten Staffing Services and related brands.

Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/55 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

04177723 Supplier Number: 54684440 (USE FORMAT 7 FOR FULLTEXT)

PEOPLESFT: Olsten delivers 70,000 automated paychecks to employees using PeopleSoft HRMS.

M2 Presswire, pNA

May 20, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 670

... offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services.. The...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI

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10/3,K/56 (Item 3 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

04024871 Supplier Number: 53282921 (USE FORMAT 7 FOR FULLTEXT)

-TEAM 121: Team 121 selected as key distribution partner for AutoTester **quality assurance software**.

M2 Presswire, pNA

Nov 27, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 603

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...the complementary products division of Team 121, will market AutoTester's complete line of software **quality assurance solutions**. In addition, 121 Software will provide Team 121 **customers** with the services necessary to ensure the success of their software quality initiatives. According to...

...of 121 Software adds, "Team 121 welcomes the opportunity to supply clients with a complete **solution** for the SAP R/3 system. The introduction of AutoTester to our product portfolio will give our **clients** access to the significant benefits of software testing and **quality assurance**. We've chosen AutoTester not only because it was the first testing **solution** to earn BAPI-certification from SAP, but also because it can provide R/3 **customers** with shorter development cycles, lowering of implementation costs, and reduction of risk." About AutoTester AutoTester provides software **quality assurance** experience, expertise, and technology to more than 1,600 Fortune 3000 **customers** worldwide. Founded in 1986, AutoTester specialises in developing and delivering software quality methodologies, technologies, services...

...table of companies by growth. The Team 121 brand incorporates 121 Consulting, 121 Assist, Enable **Information Technology** and 121 Software. Customers include B&Q, Boots Health Care International, Bosch, British Gas, Campbell...

10/3,K/57 (Item 1 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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08435204 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FEATURE/Olsten Technology Team Receives Top Industry Award

BUSINESS WIRE

November 29, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 618

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... information technology division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/58 (Item 2 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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07865755 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Olsten Health Services Signs Agreement With Control Diabetes Services;
Olsten to Provide Educational Services on Behalf of Eli Lilly Subsidiary
Nationwide**

BUSINESS WIRE

October 21, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 805

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... information technology division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/59 (Item 3 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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06947070 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Olsten Health Services Signs Agreement With NJHA Corporate Services

BUSINESS WIRE

August 30, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 484

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... information technology division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

In 1998, Olsten Corporation achieved revenues of \$4.6...

10/3,K/60 (Item 4 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

06115341 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Victoria Mitchell Named Director of Corporate Communications for Olsten
Corporation**

BUSINESS WIRE

July 08, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 360

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... information technology division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

Olsten Health Services, with more than 400 offices in...

10/3,K/61 (Item 5 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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06115340 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Javier A. Guerrero Named General Director of Olsten Subsidiary in Argentina
BUSINESS WIRE

July 08, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 468

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... information technology division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/62 (Item 6 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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05174005 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Olsten Corporation Announces First Quarter Results, With Revenues Up 14 Percent to \$1.2 Billion

BUSINESS WIRE

May 03, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 2579

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... information technology division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/63 (Item 7 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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03093812

Metamor Worldwide's Unification to Support Strong Growth

PR NEWSWIRE

October 13, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 731

... employee and end-user training) and technical documentation and communications are also offered. -- Metamor Software **Solutions** - headed by Jonathan Sacks - a complete software engineering service specializing in the design, development, testing and **quality assurance** (QA) of software products. This includes digital imaging, business/ **consumer** software products, embedded systems/device drivers and **quality assurance** engineering. These services are delivered through software development centers. -- Metamor **Information Technology** Services - headed by Rich Paolicelli - a project support service offering specialized and highly skilled individual...

... Willis will continue as chairman and chief executive officer. George Fink, formerly president of COMSYS **Information Technology** Services, has been named vice chairman and president of international operations. Commenting on the unification...

... through its six business units: Metamor Consulting Solutions, Metamor Enterprise Solutions, Metamor Software Solutions, Metamor **Information Technology** Services, Metamor Global Solutions and Metamor Industry Solutions. With IT professionals and technology development centers...

10/3,K/64 (Item 8 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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03007416

Metamor Worldwide Announces Management Promotions; Combines Operating Units to Strengthen IT Solutions Focus; Confirms On-Target With Quarter, Year Estimates

PR NEWSWIRE

October 05, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 846

... maintenance and outsourcing; - Package applications including resource planning for SAP, PeopleSoft, Oracle and Baan; - Enterprise **solutions** including learning, change management and technical documentation and communication; - Software **solutions** including the engineering development and porting of **consumer** software packages, as well as **quality assurance** testing; - Project support -- the recruitment and placement of highly-skilled IT professionals to execute projects at **client** locations or at off-site, offshore development technology centers. Established in 1993, Metamor Worldwide has...

10/3,K/65 (Item 9 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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02889908

Bloomfield Computing Solutions Named a Preferred Supplier of HP Solutions For Baan Implementations; Recognizes BCS' Industry-Leading Implementation and IT Expertise for Baan Customers

BUSINESS WIRE

September 22, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 471

... software, networking and storage technologies and professional support services helps BCS to provide the best **solution** available for our **customers** ." Core services from BCS include infrastructure planning, installation and set-up, application customizations, application administration, database administration, database conversion, software upgrades and **quality assurance** consulting. BCS also has recently expanded its offerings to include full application outsourcing or "cosourcing." "Cosourcing" is an attractive option to **clients** who would like to own the hardware and software, but do not have the facilities...

10/3,K/66 (Item 1 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2004 Business Wire. All rts. reserv.

00135509 19991109313B1273 (USE FORMAT 7 FOR FULLTEXT)

Olsten Reports Increase in 3Q Earnings and Revenues

Business Wire

Tuesday, November 9, 1999 09:05 EST

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 959

...North

America, Latin America and Europe under Olsten Staffing Services and related brands.

Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, e-commerce, **quality assurance** and enterprise support services to **clients** in North America and Western Europe.

Olsten Health Services, with over 400 locations in the...

10/3,K/67 (Item 2 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2004 Business Wire. All rts. reserv.

00094948 19990825237B1060 (USE FORMAT 7 FOR FULLTEXT)

Olsten's West Palm Beach Technical Training Center to Open Doors for Underskilled Workers

Business Wire

Wednesday, August 25, 1999 08:17 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 649

...North America, South America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400

offices in...

10/3,K/68 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00037241 19990429119B1035 (USE FORMAT 7 FOR FULLTEXT)
Olsten Corporation Names Nancy A. Macenko to New Corporate Communications Post
Business Wire
Thursday, April 29, 1999 07:29 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 451

...offices on three continents, is a world leader in staffing services, a significant provider of **information technology** services and North America's largest provider of home health care and related services. The...

...North America, Latin America and Europe under Olsten Staffing Services and related brands. Olsten's **information technology** division, IMI Systems, provides design, programming and maintenance of computer systems, including focused **solutions** for applications management, **quality assurance** and enterprise support services to **clients** in North America and Western Europe. Olsten Health Services, with more than 400 offices in...

10/3,K/69 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2004 McGraw-Hill Co. Inc. All rts. reserv.

00970226
EXHIBITOR PROFILES
POWER September/October, 1; Pg 52; Vol. 142, No. 5
Journal Code: POW ISSN: 0032-5929
Section Heading: CONFERENCE REPORT: POWER'S Seventh Annual Powerplant O&M Symposium
Word Count: 3,414 *Full text available in Formats 5, 7 and 9*

TEXT:

... energy and environmental projects, Duke Engineering & Services provides full-scope engineering and technical services to **clients** worldwide. DE&S's comprehensive slate of capabilities includes engineering, design, project, and construction management, O&M, **quality assurance**, environmental management, and safety and health training. Firm's O&M **Solutions** provides engineering, technical and consulting services to utility, industrial, and government markets. Primary areas include Maintenance & Reliability Engineering, Advanced Maintenance Technologies, Predictive Maintenance Field Services, and **Information Technologies**.
Enter Software Inc
Founded in 1986, Enter Software is an engineering and software consulting company...

Set	Items	Description
S1	5	AU={GLOOR R? OR GLOOR, R?}
S2	15616	QUALITY() (ASSURANCE? OR REVIEW?)
S3	1403477	SOLUTION?.OR DEFICIEN? OR CORRECT?
S4	1314353	INFORMATION?()TECHNOLOG? OR SERVICE?
S5	57318	VIABLE OR VIABILIT?
S6	1492645	CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? - OR USER? OR PEOPLE OR PERSON? ?
S7	0	S1 AND S2
S8	77	S2 AND S3 AND S4 AND S6
S9	53	S8 NOT PY>1999
S10	34	RD (unique items)
File	2:INSPEC 1969-2004/Jun W4	(c) 2004 Institution of Electrical Engineers
File	35:Dissertation Abs Online 1861-2004/May	(c) 2004 ProQuest Info&Learning
File	65:Inside Conferences 1993-2004/Jul W1	(c) 2004 BLDSC all rts. reserv.
File	99:Wilson Appl. Sci & Tech Abs 1983-2004/Jun	(c) 2004 The HW Wilson Co.
File	233:Internet & Personal Comp. Abs. 1981-2003/Sep	(c) 2003 EBSCO Pub.
File	474:New York Times Abs 1969-2004/Jul 06	(c) 2004 The New York Times
File	475:Wall Street Journal Abs 1973-2004/Jul 06	(c) 2004 The New York Times
File	583:Gale Group Globalbase(TM) 1986-2002/Dec 13	(c) 2002 The Gale Group
File	256:SoftBase:Reviews,Companies&Prods. 82-2004/Jun	(c)2004 Info.Sources Inc

10/5/1 (Item 1 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6628811 INSPEC Abstract Number: B2000-08-2210D-033

Title: Enhancing quality in electronics assembly through data acquisition

Author(s): Hete, A.; Srihari, K.; Frisbie, R.

Author Affiliation: Dept. of Syst. Sci. & Ind. Eng., State Univ. of New York, Binghamton, NY, USA

Conference Title: SMTA International. Proceedings of Technical Program. Conference Proceedings p.583-8

Publisher: Surface Mount Tech. Assoc, Edina, MN, USA

Publication Date: 1999 Country of Publication: USA 659 pp.

Material Identity Number: XX-1999-03096

Conference Title: Proceedings of SMTA International

Conference Date: 12-16 Sept. 1999 Conference Location: San Jose, CA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: A product's quality is assumed in current global competitive markets. Quality management has thus become an important and inherent function of the product and the business processes in place at an EMS provider's facility. **Quality assurance** costs in the electronics assembly arena are considered very expensive. However, savings realized by reduced rework and improved **customer** relations greatly reduce overall inspection costs. Developments in **information technology** (IT) have enabled the use of software and hardware based technological advances on the manufacturing shop floor to measure and control process parameters. Data acquisition systems that collect attribute and variable data on the EMS provider's shop floor enable the efficient control of assembly operations by means of real-time SPC, real-time data for process qualification, automated **correction** mechanisms and advanced notification systems for process deviations from the target. This paper discusses a research effort that implemented a defect data collection system on an electronics assembly line in a contract assembly facility. This system provides for defect traceability and provides historical tracking of boards without affecting line throughput. This research effort also involved the development of computer systems for tracking boards through various levels of assembly, up to and inclusive of 'box build' scenarios. The goal of this research effort was to provide complete traceability and historical tracking capability to a contract electronic manufacturing facility to monitor and enhance the quality requirements of the **customer**. (6 Refs)

Subfile: B

Descriptors: assembling; computer integrated manufacturing; data acquisition; error **correction**; fault location; outsourcing; printed circuit manufacture; quality management; statistical process control

Identifiers: quality enhancement; electronics assembly; data acquisition; product quality; quality management; EMS provider; business processes; **quality assurance** costs; rework; **customer** relations; overall inspection costs; **information technology**; manufacturing shop floor; process parameter measurement; process parameter control; data acquisition systems; attribute data collection; variable data collection; assembly operations; real-time SPC; real-time process qualification data; automated **correction** mechanisms; process deviation notification systems; defect data collection system; electronics assembly line; contract assembly facility; defect traceability; historical board tracking; line throughput; computer systems; assembly; box build scenarios; board traceability; historical tracking capability; contract electronic manufacturing facility; **customer** quality requirements

Class Codes: B2210D (Printed circuit manufacture); B0170E (Production

facilities and engineering); B0170G (General fabrication techniques);
B0170L (Inspection and quality control); B7210G (Data acquisition systems);
B0170S (Control equipment and processes in production engineering)
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10/5/2 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6265557 INSPEC Abstract Number: B1999-07-2830-004

Title: Dielectric test methods for rotating machine stator insulation inspection

Author(s): Goffeaux, R.; Krecke, M.; Comte, B.; Cottet, M.; Fruth, B.

Author Affiliation: Centrale de Vianden, Luxembourg

Conference Title: 1998 Annual Report Conference on Electrical Insulation and Dielectric Phenomena (Cat. No.98CH36257) Part vol. 2 p.528-33
vol. 2

Publisher: IEEE, New York, NY, USA

Publication Date: 1998 Country of Publication: USA 2 vol.
(xix+xxvii+735) pp.

ISBN: 0 7803 5035 9 Material Identity Number: XX-1998-03144

U.S. Copyright Clearance Center Code: 0 7803 5035 9/98/\$10.00

Conference Title: 1998 Annual Report Conference on Electrical Insulation and Dielectric Phenomena

Conference Date: 25-28 Oct. 1998 Conference Location: Atlanta, GA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Experimental (X)

Abstract: Dielectric testing is generally carried out during **quality assurance** or within an overall preventative maintenance program and aids the **user** to determine the actual condition of the rotating machine insulation or components thereof and to help prevent losses due to unforeseen/undetected faults in the insulation. In part these tests are used to verify the efficiency of **corrective** measures as cleaning and drying procedures as well as repair measures. A set of test methods and their underlying physical concepts are presented, while describing their specific areas of application, strengths and disadvantages. In part these methods rely on a 30 years experience in field testing. In part these methods are fairly new: Out of **service** testing (off-line) (i) dielectric step response of stator windings (isothermal polarization and depolarization currents) and evaluation procedure (ii) loss factor and capacitance testing at high voltages (non-linearity and field effects), a novel digital test system without a bridge is presented (iii) Partial discharge pattern recording, digital test system and defect specific patterns. The presence of partial discharges is one of the most prominent indicators of manufacturing defects and the ongoing degradation process of an electrical insulation system. (iv) HLQ: harmonic loss quantity, a parameter which is associated to the non-linear losses created by ion movement as a result of partial discharges and corrosive processes. In **service** testing (on-line) (v) partial discharge testing (different procedures). (14 Refs)

Subfile: B

Descriptors: dielectric measurement; inspection; insulation testing; machine insulation; machine testing; stators

Identifiers: stator winding; rotating machine; dielectric testing; **quality assurance**; cleaning; drying; step response; isothermal polarization current; loss factor; capacitance; digital test system; partial discharge pattern recording; manufacturing defect; electrical insulation; harmonic loss quantity; corrosion; inspection; maintenance; repair; isothermal depolarization current

Class Codes: B2830 (Insulation and insulating coatings); B8320 (d.c. machines); B8310 (a.c. machines); B7310K (Dielectric variables measurement); B0170L (Inspection and quality control)

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10/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

5879463 INSPEC Abstract Number: C9805-7330-159

Title: Why certification of medical software would be useful?

Author(s): Forsstrom, J.

Author Affiliation: Med. Inf. Res. Centre, Turku Univ., Finland

Journal: International Journal of Medical Informatics Conference Title:

Int. J. Med. Inform. (Ireland) vol.47, no.3 p.143-52

Publisher: Elsevier,

Publication Date: Dec. 1997 Country of Publication: Ireland

CODEN: IJMIF4 ISSN: 1386-5056

SICI: 1386-5056(199712)47:3L.143:CMSW;1-A

Material Identity Number: G133-98002

U.S. Copyright Clearance Center Code: 1386-5056/97/\$17.00

Conference Title: Certification of Medical Software

Conference Date: 14-15 April 1997 Conference Location: Turku, Finland

Document Number: S1386-5056(97)00098-1

Language: English Document Type: Conference Paper (PA); Journal Paper (JP)

Treatment: General, Review (G); Practical (P)

Abstract: Human drugs and medical devices have to be approved by the health authorities before they can enter the market. For medical software, this is not needed. The main argument to resist all attempts to regulate medical software has been that it is impossible to guarantee that software is error-free. This is true of all software. However, in medical software, the **correctness** of medical knowledge is at least as important as the **correctness** of the code itself. The medical contents of the software could usually be evaluated but the end- **users** do not have the time or possibilities to do so. The Internet makes it possible to provide commercial **services** designed by non-professionals. For health care, there are already several commercial **services** on the Net. Since there is no **quality assurance** or regulation of medical software, anyone can sell medical software on the Net. Even if physicians were cautious enough not to use untested software, there is a possibility that patients do. In Finland, where over 10% of the population is using the Internet at least weekly, the problem is real. It is impossible to remove poor **services** from the Net, and therefore it is essential to guide the **users** to use high-quality **services**. This paper discusses different aspects of the evaluation of medical software. (0 Refs)

Subfile: C

Descriptors: certification; decision support systems; health care; Internet; medical administrative data processing; medical computing; product liability; software quality; software selection

Identifiers: medical software certification; error-freedom; medical knowledge **correctness**; health authority approval; medical contents; Internet; commercial **services**; health care; **quality assurance**; untested software; Finland; poor **services**; high-quality **services**; medical software evaluation; decision support systems; medical devices; legislation

Class Codes: C7330 (Biology and medical computing); C7140 (Medical administration); C7210 (Information services and centres); C6110B (Software engineering techniques); C7102 (Decision support systems); C0310H

(Equipment and software evaluation methods); C0230B (Legal aspects of computing)

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10/5/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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5854850 INSPEC Abstract Number: C9804-7140-206

Title: The impact of law and ethics on electronic health records

Author(s): Neame, R.L.B.

Author Affiliation: Health Inf. Consulting, Faversham, UK

Conference Title: AMICE 95. Proceedings Strategic Alliances between Patient Documentation and Medical Informatics p.289-96

Editor(s): Van der Lei, J.; Beckers, W.P.A.

Publisher: VMBI/TMI Bureau, Rotterdam, Netherlands

Publication Date: 1995 Country of Publication: Netherlands xix+443

pp.

ISBN: 90 802230 2 6 Material Identity Number: XX95-02654

Conference Title: Proceedings of Medical Informatics

Conference Date: 25-29 Nov. 1995 Conference Location: Amsterdam, Netherlands

Availability: VMBI/TMI, Postbus 1738-EE 2116, 3000 DR Rotterdam, Netherlands

Language: English Document Type: Conference Paper (PA)

Treatment: General, Review (G)

Abstract: Electronic patient records (EPRs) are poised for widespread implementation in the near future. They promise improvements in health care **services** delivery and coordination, **quality assurance** and management. However, use of EPRs raises issues relating to the law, ethics and professional responsibility which, unless successfully resolved may adversely affect their utility. Growing proportions of the information stored in the records of one provider will actually have originated elsewhere and been transferred using electronic networks or data cards, raising concerns as to reliability and **correctness**, and the acceptance of professional responsibility relating to that information when it is used to make crucial care decisions. Patients and health professionals must feel able to trust EPR systems to store information securely, to protect it from unauthorized access whilst permitting sharing between authorized individuals, and to ensure that information made available to **users** is accurate, complete and uncorrupted. This paper identifies the key issues that arise in the context of using EPRs in the practical clinical environment. Unless these issues can be resolved to the satisfaction of the **users**, the forecast growth in the implementation of EPRs may be affected.

(3 Refs)

Subfile: C

Descriptors: data integrity; legislation; medical information systems; professional aspects; records management; security of data; social aspects of automation

Identifiers: law; ethics; electronic health records; electronic patient records; health care **services** delivery; **quality assurance**; management; professional responsibility; computer networks; data cards; data reliability; health professionals; data security; unauthorized access; data corruption

Class Codes: C7140 (Medical administration); C0230 (Economic, social and political aspects of computing)

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10/5/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

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5329375 INSPEC Abstract Number: B9609-6330-021

Title: Quality assurance of quality measures for DGPS positioning: truthing the truth indicators

Author(s): Hawkshee, D.J.; Mollon, K.; Cross, P.A.

Author Affiliation: Dept. of Surveying, Newcastle upon Tyne Univ., UK

Conference Title: DSNS 94. The Third International Conference on Differential Satellite Navigation Systems Part vol.2 p.1-11 vol.2

Publisher: R. Inst. Navigation, London, UK

Publication Date: 1994 Country of Publication: UK 2 vol. 200+468 pp.

Material Identity Number: XX96-01663

Conference Title: Proceedings of DSNS-94 Conference

Conference Date: 18-22 April 1994 Conference Location: London, UK

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: Within the last year the whole question of quality and what it actually means has come to the fore in differential GPS positioning. This has particular relevance for the offshore exploration companies who, due to the increasing economic constraints imposed upon them, are now requiring integrated real-time **solutions** that they can trust, rather than the very labour-intensive post-processed **solutions** that have been and are currently used. More importantly **users** should have confidence that when the quality measures are saying that the **solution** is within tolerance that the **solution** really is in tolerance. **Users** should also have a clear understanding of what the quality measures actually mean. The work described here details the initial development of a DGPS calibration system using a vehicle equipped with a GPS receiver and antenna. Pseudo real-time DGPS position fixes along with their associated quality measures will be generated and then compared against a kinematic dual-frequency carrier phase **solution** using proprietary software. The ultimate goal will be for the DGPS **service** providers to install their "off-the-shelf" systems in a test environment anywhere in the country and calibrate them in order to establish the validity of the quality measures produced. (13 Refs)

Subfile: B

Descriptors: calibration; computerised navigation; Global Positioning System; quality control

Identifiers: **quality assurance** ; quality measures; differential GPS positioning; truth indicators; calibration; GPS receiver; GPS antenna; benchmarking

Class Codes: B6330 (Radionavigation and direction finding); B6250G (Satellite relay systems); B7130 (Measurement standards and calibration)

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10/5/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

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5124642 INSPEC Abstract Number: C9601-0310F-016

Title: Customer involved participation as part of the application development process

Author(s): Botkin, J.C.

Author Affiliation: Public Service Co. of Colorado, Denver, CO, USA

Conference Title: Proceedings AM/FM International Annual Conference XVII p.1-6

Publisher: AM/FM Int, Aurora, CO, USA

Publication Date: 1994 Country of Publication: USA viii+872 pp.

Conference Title: Proceedings of AM/FM International Conference

Conference Date: 14-17 March 1994 Conference Location: Denver, CO, USA
Language: English Document Type: Conference Paper (PA)
Treatment: Practical (P)

Abstract: In today's changing marketplace, it is essential that your **customers** participate in the application development process. With the development of new technologies in computer software and hardware, many **solutions** are now available to you and your **customers**. With tools being placed on PC workstation environments that were before only possible in a mainframe environment, your **customers** are becoming less reliant on your organization. What the application development area has to become is a '**service** toolbox organization' of choice for your **customers**, which allows them to select **services** as they need them to meet their needs. By offering your **customers** an environment that lets them participate as part of the application development process, you will be better able to ensure a higher quality, lower costing product. Some of the tools you will provide to enable this success are: computer training, joint application development sessions, prototyping, **quality review** meetings and project evaluation surveys. By asking the right questions of your **customers**, it helps identify problems or **solutions** and roadblocks or information resources. By building the **customer** business model with your **customer**, it becomes the map for generating **customer service** successes and for requests for other **service** opportunities for your organization. (0 Refs)

Subfile: C

Descriptors: software development management; software prototyping; **user** centred design

Identifiers: **customer** participation; application development process; changing marketplace; PC workstation environments; **service** toolbox organization; high-quality low-cost product; computer training; joint application development sessions; prototyping; **quality review** meetings; project evaluation surveys; information resources; **customer** business model

Class Codes: C0310F (Software development management)

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10/5/7 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

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5029168 INSPEC Abstract Number: C9510-6110F-004

Title: Software testing: from specifications to acceptance processes.
Objectives, grand principles and pitfalls

Author(s): Renoncet, F.

Journal: REE Revue de l'Electricite et de l'Electronique no.1 p. 37-41

Publication Date: June 1995 **Country of Publication:** France

Language: French **Document Type:** Journal Paper (JP)

Treatment: Practical (P)

Abstract: Refers to two major **quality assurance** processes: developer tests and **user** acceptance testing. They are designed to check that the software meets specifications and the **service** contract. The approach chosen, called the industrialization of tests and acceptance testing, involves organization, methodology, confirmation and use of specialized software. Organization on essential steps for succeeding tests and acceptance processes is supported by a set of software tools referred to as the workshop, for which there is no overall supply from some suppliers at the present time. The most complete supply on the market combines test reference base functions with test automation. Implementing the test reference base and the process of automation presupposes extensive stabilization of the application to be tested. It involves extra costs and

cells for the **correct** organization of testing and acceptance to achieve the desired goal. (0 Refs)

Subfile: C

Descriptors: formal specification; program testing; software tools

Identifiers: software testing; developer tests; acceptance testing; software specifications; tests industrialization; software tools; test automation; test reference base functions

Class Codes: C6110F (Formal methods); C6115 (Programming support); C6150G (Diagnostic, testing, debugging and evaluating systems)

Copyright 1995, IEE

10/5/8 (Item 8 from file: 2)

DIALOG(R)File 2:INSPEC

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4876092 INSPEC Abstract Number: A9505-8760P-006, B9503-7530B-020

Title: Data analysis and information modelling: objects codes, concepts

Author(s): Pretschner, D.P.

Author Affiliation: Inst. for Med. Inf., Hildesheim Univ., Germany

Journal: Radiation Protection Dosimetry vol.57, no.1-4 p.175-84

Publication Date: 1995 Country of Publication: UK

CODEN: RPDODE ISSN: 0144-8420

Conference Title: Data Analysis in Quality Control and Radiation Protection of the Patient in Diagnostic Radiology and Nuclear Medicine

Conference Date: 29 Sept.-1 Oct. 1993 Conference Location: Grado, Italy

Language: English Document Type: Conference Paper (PA); Journal Paper (JP)

Treatment: Bibliography (B); General, Review (G); Experimental (X)

Abstract: Acceptance, performance and usefulness of knowledge-based systems for quality control and radiation protection in diagnostic radiology and nuclear medicine depend on the technical competence of its developers and the medical, juridical and/or administrative relevance for its **users**. In promoting the efficient application of communication and **information technologies** the two groups of experts (developers, **users**) distinguished by overlapping domains of knowledge, objectives, subject fields and different concept, term and code systems have to be harmonised. On conceptual and methodological levels various strategies are discussed: conventional classification systems (Read Codes, ICD-9, SNOMED etc.), object-oriented analysis and design (e.g. NHS: CBS, CCPM), and standardised terminologies for international vocabularies, nomenclatures, encyclopaedias and thesauri according to ISO, CEN/TC 251, UMLS, AIM. Conceptual modelling using new terminological representation languages based on formal logic and semantics is proposed for the development of an open, unified concept and code system for the liberation of concepts from inadequate codes. It is assumed that work on well-formed terminologies promises more consistent and superior representation of expert knowledge for European information interchange, computer processing and **quality assurance** than (sometimes necessary) 'separatistic' and 'particularistic' **solution** islands. (63 Refs)

Subfile: A B

Descriptors: data analysis; diagnostic radiography; **information technology**; quality control; radiation protection; radiology

Identifiers: information modelling; objects codes; data analysis; knowledge-based systems; quality control; radiation protection; diagnostic radiology; nuclear medicine; administrative relevance; **information technologies**; conventional classification systems; object-oriented analysis; international vocabularies; formal logic; semantics; code system; expert knowledge; European information interchange; computer processing;

quality assurance ; medical; juridical

Class Codes: A8760P (Radiation protection); A8770E (Patient diagnostic methods and instrumentation); A8760J (X-rays and particle beams (medical uses)); B7530B (Radiation protection and dosimetry); B0170L (Inspection and quality control); B7510B (Radiation and radioactivity applications in biomedicine)

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10/5/9 (Item 9 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4725851 INSPEC Abstract Number: B9409-0170L-013

Title: Using Poka Yoke (mistake proofing devices) to ensure quality

Author(s): Bayers, P.C.

Author Affiliation: AT Power Syst., Dallas, TX, USA

Part vol.1 p.201-4 vol.1

Publisher: IEEE, New York, NY, USA

Publication Date: 1994 Country of Publication: USA 2 vol. 1077 pp.

ISBN: 0 7803 1456 5

U.S. Copyright Clearance Center Code: 0 7803 1456 5/94/\$4.00

Conference Title: Proceedings of 1994 IEEE Applied Power Electronics Conference and Exposition - ASPEC'94

Conference Sponsor: IEEE Power Electron. Soc.; IEEE Ind. Appl. Soc.; Power Sources Manuf. Assoc

Conference Date: 13-17 Feb. 1994 Conference Location: Orlando, FL, USA

Language: English Document Type: Conference Paper (PA)

Treatment: General, Review (G)

Abstract: How can all defects in a complex manufacturing, **service**, or software development operation be prevented if no statistical process control (SPC) is used and if the engineering staff is very small? **People** unfamiliar with Poka Yoke (mistake proofing devices) usually claim that this is not possible. However, Dr. Shigeo Shingo developed a system of mistake proofing that eliminates defects without the use of SPC or complex **solutions**. This paper explains how Poka Yoke devices can be designed and put into operation. (2 Refs)

Subfile: B

Descriptors: quality control

Identifiers: mistake proofing devices; **quality assurance**; Poka Yoke

Class Codes: B0170L (Inspection and quality control)

10/5/10 (Item 10 from file: 2)

DIALOG(R)File 2:INSPEC

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4681420 INSPEC Abstract Number: C9407-7130-007

Title: Quality assurance : electronic measures

Author(s): McLaughlin, J.

p.341-5

Editor(s): Murphy, H.J.

Publisher: California State Univ., Northridge, Northridge, CA, USA

Publication Date: 1992 Country of Publication: USA xiii+657 pp.

Conference Title: Proceedings of Conference. Technology and Persons with Disabilities

Conference Sponsor: Office Disabled Student Services

Conference Date: 18-21 March 1992 Conference Location: Los Angeles, CA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The Technical Resource Centre (TRC) is a community based, non-profit agency that is committed to enhancing the lives of **people** with physical disabilities by providing information, education and access to advanced technology. Four years ago (1988), the need to track information more efficiently was identified and endorsed by all staff at an annual goal setting meeting. The Centre thus embarked on streamlining the **client** information system. The aim of the Centre in developing an electronic **client** tracking system has been to create a mechanism that could be used to monitor existing **services** as well as provide a more efficient tool to assist staff supply a range of **services**. The system has evolved as the Centre realized it's potential to meet changing needs. A wealth of data has been compiled that has been used to direct staff in modifying approaches to **service** provision. In addition, the system has provided administrative staff with accurate information that has been used when contacting existing and potential funders. An electronic tracking system may not be the most appropriate **solution** for every agency and **service**. For the Technical Resource Centre, it has proven to be a valuable tool. (5 Refs)

Subfile: C

Descriptors: handicapped aids; information systems; public administration ; quality control

Identifiers: **quality assurance** ; Technical Resource Centre; community based non-profit agency; physical disabilities; advanced technology; **client** information system; electronic **client** tracking system; potential funders; changing needs; **service** provision; administrative staff

Class Codes: C7130 (Public administration); C7850 (Assistance for the handicapped)

10/5/11 (Item 11 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4532596

Title: Time flies, even waiting (bank telephone answering)

Author(s): Steinborn, D.

Author Affiliation: La Salle Nat. Bank, Chicago, IL, USA

Journal: Bank Systems + Technology vol.30, no.9 p.39, 41

Publication Date: Sept. 1993 Country of Publication: USA

CODEN: BSYTEE ISSN: 1045-9472

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: La Salle National Bank found its wire transfer **services** eroding in late 1992, when **quality assurance** 'shopped' the department, comparing the bank's **customer service** to those of its competitors. The **solution** was twofold: a little bit of retraining and a little more technology. In addition to sending all of its agents to telephone and **customer service** training, the department moved to OS/2, so that the agents have one PC with windows for all the different systems. Then, in December 1992, the bank's wire transfer department installed Call Center **Solutions**, an automatic call distribution telemanagement product developed by Chadbourn Marcath, Inc. The system takes data from automatic call distribution software and translates it into clear, concise management information that not only helps managers set goals for the agents, but also lets them measure their own performance. TV monitors on the walls in the department show both agents and managers how many calls are waiting in the queue, how long they've been waiting and what the goal of wait-time is. (0 Refs)

Subfile: D

Descriptors: banking; marketing; telephony

Identifiers: La Salle National Bank; wire transfer **services** ; **customer service** ; Call Center **Solutions** ; automatic call distribution telemanagement; Chadbourn Marcath
Class Codes: D2050E (Banking); D4070 (Telephone systems)

10/5/12 (Item 12 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

04362365 INSPEC Abstract Number: B9304-6200-022

Title: Quality assurance in the development of C-DOT products

Author(s): Pandey, Y.K.; Gupta, D.

Author Affiliation: C-DOT, New Delhi, India

Journal: Telecommunications vol.42, no.1 p.5-9

Publication Date: Feb. 1992 Country of Publication: India

CODEN: TCMSAX ISSN: 0497-1388

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: The Centre for Development of Telematics (C-DOT) has delivered a number of switching and transmission products. Technology of some of the products has been transferred to a number of manufacturers; some of them are already running successfully in the field and some products are in the pipeline. These products are expected to meet the highest standards of reliability and continuity along with assured **correctness** of the **service** provided to the **customer**. The authors discuss the C-DOT's **quality assurance** philosophy to meet the above objective. Quality control measures are exercised during various phases of design, development, validation, technology transfer, production and post-commissioning commercial deployment of the equipment. In fact, quality control is a continuous process to be followed during the lifespan of the product. (0 Refs)

Subfile: B

Descriptors: quality control; telecommunication equipment

Identifiers: switching equipment; transmission equipment; telecommunication equipment; C-DOT products; Centre for Development of Telematics; **quality assurance** ; design; development; production; post-commissioning commercial deployment; quality control

Class Codes: B6200 (Telecommunication); B0170L (Inspection and quality control)

10/5/13 (Item 13 from file: 2)

DIALOG(R)File 2:INSPEC

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04198527 INSPEC Abstract Number: B9209-6220C-003

Title: Closing the loop on DLC test strategies

Author(s): Cortner, M.; Holly, D.

Author Affiliation: Telecommun. Tech. Corp., Germantown, MD, USA

Journal: Telephony vol.222, no.23 p.36-8

Publication Date: 8 June 1992 Country of Publication: USA

CODEN: TLPNAS ISSN: 0040-2656

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P); Experimental (X)

Abstract: Digital loop carrier technology (DLC) helps carriers provide higher quality voice and special **service** circuits to an increasingly distributed **customer** base while maintaining, or even reducing operating costs. There are specific techniques for testing the digital facilities and the electronic equipment to ensure system integrity. The first step to

verify that the digital transmission facilities function **correctly** is to perform standard T-1 qualification tests. These are outlined in a table. The second step is to verify the functionality of the common equipment within the terminals. A list of DLC system tests to assure quality is also included. (0 Refs)

Subfile: B

Descriptors: digital communication systems; electronic equipment testing; subscriber loops

Identifiers: **quality assurance** ; voice circuits; electronic equipment testing; digital loop carrier; special **service** circuits; digital transmission facilities; standard T-1 qualification tests; terminals; DLC system tests

Class Codes: B6220C (Telephone stations); B6210 (Telecommunication applications); B0170E (Production facilities and engineering)

10/5/14 (Item 14 from file: 2)

DIALOG(R)File 2:INSPEC

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03978764 INSPEC Abstract Number: C91065415

Title: Developing a quality assurance program for online services

Author(s): Humphries, A.W.; Naisawald, G.V.

Author Affiliation: Claude Moore Health Sci. Libr., Virginia Health Univ. Sci. Center, Charlottesville, VA, USA

Journal: Bulletin of the Medical Library Association vol.79, no.3 p.263-70

Publication Date: July 1991 Country of Publication: USA

CODEN: BMLAAG ISSN: 0025-7338

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A); Practical (P)

Abstract: A **quality assurance** (QA) program provides not only a mechanism for establishing training and competency standards, but also a method for continuously monitoring current **service** practices to **correct** shortcomings. The typical QA cycle includes these basic steps: select subject for review, establish measurable standards, evaluate existing **services** using the standards, identify problems, implement **solutions**, and reevaluate **services**. The Claude Moore Health Sciences Library (CMHSL) developed a **quality assurance** program for online **services** designed to evaluate **services** against specific criteria identified by research studies as being important to **customer** satisfaction. These criteria include reliability, responsiveness, approachability, communication, and physical factors. The application of these criteria to the library's existing online **services** in the **quality review** process is discussed with specific examples of the problems identified in each **service** area, as well as the **solutions** implemented to **correct deficiencies**. (20 Refs)

Subfile: C

Descriptors: information **services** ; library automation; quality control; standards

Identifiers: **quality assurance** program; training; standards; QA cycle ; Claude Moore Health Sciences Library; online **services** ; **quality review** process

Class Codes: C7210 (Information services and centres); C7210L (Library automation)

10/5/15 (Item 15 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03927318 INSPEC Abstract Number: C91047945

Title: **Quality specification for a rapid and simple implementation of quality assurance on software**

Author(s): Vital, J.-M.

Author Affiliation: CISI Ingenierie, Rungis, France

Conference Title: Conference Proceedings. Second European Conference on Software Quality Assurance p.28 pp.

Publisher: Norwegian Comput. Soc, Oslo, Norway

Publication Date: 1990 **Country of Publication:** Norway 796 pp.

Conference Sponsor: Alcatel; Andersen Consulting; et al

Conference Date: 30 May-1 June 1990 **Conference Location:** Oslo, Norway

Language: English **Document Type:** Conference Paper (PA)

Treatment: Practical (P)

Abstract: The implementation of a quality process is a difficult task, especially in a scientific and technical computer **service** company whose projects are small, varied and require various specialisations. Furthermore the resources and infrastructures available are modest with respect to the requirements of **quality assurance**. The approach must therefore be general enough to be compatible with any projects. It should also conform with the existing standards in quality requirements for the **client** and certificating authorities to agree with it. The **solution** to these constraints is a 'Document for General Specification in Quality' which defines the implementation methods for quality processes. This document contains: a complete list of the functions needed for quality management (what to do); and a method for the implementation of these functions (how to do it). This document is a basic tool for implementing quality processes on every project in all agencies of the company. It describes all the processes and characterisations needed to control the quality of software. This document may also be used to specify a list of quality functions for a CASE tool. (15 Refs)

Subfile: C

Descriptors: quality control; software reliability

Identifiers: **quality assurance**; software; computer **service** company; quality requirements; certificating authorities; quality management; CASE tool

Class Codes: C6110B (Software engineering techniques)

10/5/16 (Item 16 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03876807 INSPEC Abstract Number: B91029507

Title: **QA in project management**

Author(s): Perry, M.A.

Conference Title: IEE Colloquium on 'Engineering Managers - Managing Engineers' (Digest No.025) p.5/1

Publisher: IEE, London, UK

Publication Date: 1991 **Country of Publication:** UK 14 pp.

Conference Sponsor: IEE

Conference Date: 31 Jan. 1991 **Conference Location:** London, UK

Language: English **Document Type:** Conference Paper (PA)

Treatment: General, Review (G)

Abstract: Project management is a **service** function, it aims to bring together resources to achieve a stated objective. There are requirements which must be met and a **customer** to be satisfied at the end of the day. To ensure that these activities are carried out **correctly** in a timely manner certain criteria must be met and getting this right first time is a matter of **quality assurance**. (0 Refs)

Subfile: B
Descriptors: project engineering; quality control
Identifiers: QA; project management; **quality assurance**
Class Codes: B0170C (Project and design engineering); B0170L (Inspection and quality control)

10/5/17 (Item 17 from file: 2)
DIALOG(R) File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03552433 INSPEC Abstract Number: C90015754

Title: Knowledge-based systems in computer-assisted production-a review
Author(s): Fahnrich, K.-P.; Groh, G.; Thines, M.
Author Affiliation: Fraunhofer-Inst. fur Arbeitswirtschaft und Organisation, Stuttgart, West Germany
Journal: Knowledge-Based Systems vol.2, no.4 p.249-56
Publication Date: Dec. 1989 Country of Publication: UK
CODEN: KNSYET ISSN: 0950-7051
Language: English Document Type: Journal Paper (JP)
Treatment: Practical (P)

Abstract: With the development of 'expert' or 'knowledge based' systems, the efforts of artificial intelligence research have attained commercial application. While there have been only a few investigations concerning the extent of this transfer, assessment of the extent of manufacturing applications has been mostly the result of speculation. By means of a comprehensive survey of documented systems in the USA, UK and FRG, the state-of-the-art or production applications of knowledge-based systems is described. Detailed discussion is made of reasons leading to computer assistance and integrated **solutions**. Computer-assisted technological systems are reviewed under their specific task areas-that is, construction and design, production planning, production control, production of parts, **quality assurance**, assembly, maintenance and **customer service**. **Solutions** for the connection of islands of automation are dealt with under the heading of computer integrated manufacturing. (17 Refs)

Subfile: C
Descriptors: CAD/CAM; knowledge based systems; process computer control; production

Identifiers: computer assisted technological systems; computer-assisted production; artificial intelligence research; commercial application; manufacturing applications; documented systems; USA; UK; FRG; state-of-the-art; production applications; knowledge-based systems; integrated **solutions**; production planning; production control; **quality assurance**; assembly; maintenance; **customer service**; computer integrated manufacturing

Class Codes: C7160 (Manufacturing and industry); C3350 (Industrial production systems); C7400 (Engineering)

10/5/18 (Item 18 from file: 2)
DIALOG(R) File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03157478 INSPEC Abstract Number: B88043339

Title: Fundamental knowledge and the testing of GIS. Present state and future needs

Author(s): Boggs, S.A.; Wiegart, N.; Meppellink, J.; Diederich, J.
Author Affiliation: Ontario Hydro Res., Toronto, Ont., Canada
Conference Title: Gaseous Dielectrics V. Proceedings of the Fifth International Symposium p.605-13

Editor(s): Christophorou, L.G.; Bouldin, D.W.

Publisher: Pergamon, New York, NY, USA

Publication Date: 1987 Country of Publication: USA xiv+687 pp.

ISBN: 0 08 034693 6

Conference Sponsor: USDOE; EPRI

Conference Date: 3-7 May 1987 Conference Location: Knoxville, TN, USA

Language: English Document Type: Conference Paper (PA)

Treatment: General, Review (G)

Abstract: The type tests specified by international standards are necessary but not sufficient conditions for in- **service** gas-insulated switchgear (GIS) reliability. Manufacturers spend large sums of money to assure reliability of GIS through extensive design testing which goes well beyond the requirements of international standards. Obviously, the efficacy of such tests depends on choosing the **correct** tests, i.e. tests which will reveal most concerning the range of and limits to reliable operating conditions. Maximizing the information gained as a function of the extent of high voltage testing is important to both manufacturer and **buyer**. To the degree to which quantitative understanding of the relevant phenomena is available, some design tests can be avoided by substituting computation for experiment. To the degree that a good qualitative understanding of relevant phenomena is available, near-optimum design tests can be chosen and statistical analysis can be applied in the context of a reasonable model which reduces the number and variety of design tests necessary in a given situation. The paper reviews progress in dielectric **quality assurance** of GIS which has resulted from improved scientific knowledge of relevant phenomena and reviews those areas in which further work should have large payoffs to the engineering of GIS. (6 Refs)

Subfile: B

Descriptors: gaseous insulation; reviews; switchgear testing

Identifiers: gas-insulated switchgear; type tests; reliability; design testing; international standards; statistical analysis; **quality assurance**

Class Codes: B2830E (Inorganic insulation); B8370 (Switchgear)

10/5/19 (Item 19 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

00842974 INSPEC Abstract Number: B76000029

Title: The legal aspects of quality assurance -consequences of concealment of product deficiencies which show up in service

Author(s): Ernst, W.

Journal: Qualitaet und Zuverlaessigkeit vol.20, no.9 p.215

Publication Date: Sept. 1975 Country of Publication: West Germany

CODEN: QLZVAZ ISSN: 0720-1214

Language: German Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: The manufacturer and contractor are protected against deferred claims against them by their **clients** for alloyed contractual obligations or product **deficiency** for only a comparatively short period of time. This short period of time does not however apply if the manufacturer or contractor wilfully attempts to conceal the shortcoming. The legal aspects and implications are discussed and reference is made to typical cases. (0 Refs)

Subfile: B

Descriptors: quality control

Identifiers: legal aspects; **quality assurance**; product **deficiencies**; manufacturer; contractor

Class Codes: B0140 (Administration and management); B0170L (Inspection

and quality control)

10/5/20 (Item 1 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
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01087639 ORDER NO: AAD90-02985
**QUALITY CONTROL AND QUALITY ASSURANCE IN THE HUMAN SERVICES FIELD:
OPERATIONALIZING A MANAGEMENT MODEL**
Author: GOSSETT, KENNETH DELANE
Degree: PH.D.
Year: 1989
Corporate Source/Institution: UNIVERSITY OF MINNESOTA (0130)
Source: VOLUME 50/09-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2725. 219 PAGES
Descriptors: EDUCATION, ADMINISTRATION
Descriptor Codes: 0514

The present study investigated constructs associated with the concept of quality of life in human **service** organizations serving **persons** with mental retardation and developmental disabilities. Four constructs (psychological well-being, physical well-being, social/emotional well-being, and personal well-being) were identified as a result of separate procedures involving cluster analysis and factor analysis. Quality of life assessments were completed on 70 **clients** (43 males and 27 females) ranging in functional level from profound to mildly retarded.

A principle components analysis of this data yielded a four factor **solution** with eigenvalues greater than one that accounted for 79.5% of the variance. Psychological well-being (factor one) accounted for 46.6% of the variance. Physical Well-being (factor two) accounted for 29.0% of the variance. Social/Emotional well-being (factor three) accounted for 13.1% of the variance. Personal Well-being (factor four) accounted for 11.3% of the variance.

Internal consistency was examined by using coefficient alpha. The subscale reliabilities were .9367 for factor one, .8259 for factor two, .8039 for factor three, and .6641 for factor four. Personal well-being would require an additional seven items to reach the desired level of internal consistency.

The investigator also found from the importance study there is some similarity between the rankings of **clients**, parents, and staff as to the importance placed on items to be used in quality of life ratings. The significance of the Coefficient of Concordance ($W = .5836$) was assessed using a Chi-Square test. The Null Hypothesis of no agreement across the rankings was rejected at the .001 level. Input from **clients**, parents, and staff members was used to modify items to address Leisner's concern that quality of life measures be consistent with the views of **consumers**.

10/5/21 (Item 2 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
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1050644 ORDER NO: NOT AVAILABLE FROM UNIVERSITY MICROFILMS INT'L.
QUALITY ASSURANCE IN A CARDIO-THORACIC NURSING UNIT
Author: MULLER, MARIE ELIZABETH
Degree: M.A.
Year: 1986
Corporate Source/Institution: UNIVERSITY OF SOUTH AFRICA (SOUTH AFRICA)
(0596)

Source: VOLUME 26/01 of MASTERS ABSTRACTS.

PAGE 108.

Descriptors: HEALTH SCIENCES, NURSING

Descriptor Codes: 0569

The fast growing privatization of cardio-thoracic surgical **services** in Johannesburg, makes **quality assurance** in this nursing practice essential. A conceptual frame of reference was compiled after completion of the literature review.

During a partial survey into **quality assurance**, in a private cardio-thoracic nursing unit, the following was accomplished: (1) certain cardio-thoracic nursing standards were formulated; (2) the present quality of nursing care was assessed through: (a) retrospective auditing, and (b) **consumer** satisfaction.

The mean auditing percentage of 63%, and the mean patient satisfaction grading of 75%, showed certain **deficiencies** requiring remedial actions.

To complete the systems process of **quality assurance**, certain recommendations were made. Remedial actions will become a reality when the recommendations are implemented.

Primary recommendations include: (1) the design, implementation, and evaluation of a documentation system for nursing, a staff development program and an information system for patients; (2) the establishing of a **quality assurance** committee and forum.

10/5/22 (Item 3 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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781680 ORDER NO: AAD82-14450

THE APPLICATION OF FAMILY SYSTEMS THEORY IN COMMUNITY MENTAL HEALTH TO IMPROVE STAFF RELATIONSHIPS

Author: JONES, DAPHNE MARIA

Degree: PSY.D.

Year: 1982

Corporate Source/Institution: RUTGERS UNIVERSITY THE STATE UNIVERSITY OF NEW JERSEY, G.S.A.P.P. (0542)

Source: VOLUME 43/01-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 252. 95 PAGES

Descriptors: PSYCHOLOGY, CLINICAL

Descriptor Codes: 0622

Family systems theory has contributed greatly to the practice of psychology by (1) identifying processes which can contribute to family problems and by (2) offering specific interventions to change these processes, thereby improving the family's functioning. In this theory, families are conceptualized as groups of interdependent individuals. Staff members in Community Mental Health Centers (CMHCs) are also groups of interdependent individuals. This dissertation describes the use of family systems theory to analyze staff relations problems in a CMHC and design an intervention to improve them. A method of assessment was implemented by the consultant who characterized these problems as conflict between staff, resulting in decreased **service** delivery, which was manifested by a lack of completed **client** care records. A program design was developed which provided **solution** alternatives to improve the CMHC Unit's functioning. These included a case conference model of group consultation, a peer review procedure, team meetings, and continuing education meetings. Program evaluation of both process and outcome variables was implemented according to the procedural regulations for **quality assurance** that included utilization and peer review. It evidenced an ongoing flow of information

and feedback between staff, a unity of purpose and consensually agreed upon role responsibilities, and systematic and periodic decision making activities. The results of the intervention showed a decrease in interpersonal conflicts and an increase in the number of completed **client** care records. This suggests that the consultant had restructured staff relationship patterns such that the Unit achieved an improved level of performance during **service** delivery.

10/5/23 (Item 1 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
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1246027 H.W. WILSON RECORD NUMBER: BAST95041770

35 years of consulting

AUGMENTED TITLE: Golder Associates

Ley, G;

CIM Bulletin v. 88 (June '95) p. 26-7

DOCUMENT TYPE: Corporate Profile ISSN: 0317-0926 LANGUAGE: English

RECORD STATUS: New record

ABSTRACT: A profile of Golder Associates is presented. Golder Associates was formed in 1960 in Toronto, Ontario, and now has a staff of 1,400, providing comprehensive geotechnical engineering and environmental management **services** from more than 60 offices worldwide. The firm has 16 offices in Canada employing 450 engineers, scientists, technologists, and support staff. Golder Associates has had an increasing involvement in the mining industry since the late 1960s. The main areas of engineering expertise provided by Golder Associates to the mining industry are subsurface investigations, soil and rock mechanics, geological and materials engineering, hydrogeology and surface water hydrology, earthworks construction management, and **quality assurance**. Golder Associates endeavors to help **clients** develop and apply sound technical **solutions** for operational and environmental problems.

DESCRIPTORS: Mining geology; Consulting engineers and engineering;
Corporate profile; Golder Associates Ltd;

10/5/24 (Item 1 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.
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00535106 99SF05-002

The Scientific Computing & Instrumentation Internet guide to laboratory information management systems

Scientific Computing & Instrumentation , May 1, 1999 , v16 n6 p16-20, 3 Page(s)

ISSN: 0891-9003

Company Name: ChemWare; Computing **Solutions** ; PE Informatics; Shell **Services** ; R. J. Lee **Solutions**

URL: <http://www.chemware.com> <http://www.labsoftlims.com> <http://www.peiinformatics.com> <http://www2.shellus.com/mms> <http://www.rjls.com>

Product Name: Horizon LIMS; LabSoft LIMS; SQL*LIMS; MMS-QCheck; LabTask LIMS

Languages: English

Document Type: Buyer and Vendor Guide

Geographic Location: United States

Presents a **buyers** ' guide to various Web sites providing Laboratory Information Management Systems (LIMS), including Horizon LIMS from

ChemWare, Inc., a turnkey LIMS solution specifically tailored to meet the complex testing scenarios required by environmental testing industries. Indicates that LabSoft LIMS from Computing Solutions is designed to help laboratories maintain quality assurance data and provide the tools for managing chemical processes. Explains that SQL*LIMS from PE Informatics provides a scalable client /server architecture and allows users to create a system meeting their specific needs without customization or outside assistance. States that MMS-QCheck from Shell Services Int'l is a full-features LIMS system designed for food, chemical, refining, and pulp and paper locations, while LabTask LIMS from R.J. Lee Solutions is a comprehensive scientific and business solution for commercial labs. Includes 26 screen displays. (jon)

Descriptors: MIS; Science; Quality Control; Client -Server Computing ; Information Science; Laboratory Instruments; Chemistry

Identifiers: Horizon LIMS; LabSoft LIMS; SQL*LIMS; MMS-QCheck; LabTask LIMS; ChemWare; Computing Solutions ; PE Informatics; Shell Services ; R. J. Lee Solutions

10/5/25 (Item 2 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00498148 98CR06-107

Mohn takes helm at GE Capital ITS -- Emphasis will be on quality assurance , centralization

Torode, Christina

Computer Reseller News , June 8, 1998 , n792 p50, 1 Page(s)

ISSN: 0893-8377

Languages: English

Document Type: Articles, News & Columns

Geographic Location: United States

Reports that James Mohn, former chief financial officer at GE Lighting, takes the helm at GE Capital Information Technology Solutions where he sees quality assurance and centralization as his focus. Reports that he is a strong proponent of Six Sigma, a strict quality assurance measuring tool used by the parent company General Electric. Cites James Mohn as saying his goal will be to focus on the customer and enhance delivery of value-added products and services to them with tools such as Six Sigma. Notes that his first challenge in this process will be to better understand technologies and how they fit with customer requirements. Cites Joe Pucciarelli, analyst at the Gartner Group Inc. who says of Mohn that while he brings a strong customer service emphasis, his financial background will be an important key in boosting operations. Includes one photo. (bjp)

Descriptors: Corporate Reorganization; Value Added Reseller; Planning; Corporate Information; Quality of Service

10/5/26 (Item 3 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00291850 92DI10-004

OCR-enhanced electronic image management systems minimize operating costs -- Feature

Schantz, Herbert A

Document Image Automation , October 1, 1992 , v12 n13 p16-20, 5 Page(s)

ISSN: 1054-9692

Languages: English

Document Type: Articles, News & Columns

Geographic Location: United States

Presents an overview of Optical Digital Imaging Text (ODIT) systems, which offer complete **solutions** for **users** ' Electronic Image Management (EIM) systems. Enumerates the recognologies of ODIT, **information technologies** used in an ODIT system, automated management functions, operational components, mail and document preparation tasks, batch and data preparation tasks, document imaging and data capture tasks, document storage and retrieval tasks, data processing and **customer service** tasks, data/image **quality assurance** tasks, benefits of an EIM, and reasons for the endorsement of the implementation of EIM by upper management. Elaborates on how an EIM system reduces costs. Includes four tables. (tbc)

Descriptors: Optical Character Recognition; Document Management System; Image Processing; Office Automation; Trends

10/5/27 (Item 4 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00172667 88IW10-132

Postscript clones face compatibility test suites Success depends on similarity to Adobe

Ponting, Bob

InfoWorld , July 1, 1988 , v10 n41 p31, 34, 2 Pages

ISSN: 0199-6649

Languages: English

Document Type: Feature Articles and News

Geographic Location: United States

Reports that many companies are developing compatibility testing **services** to test if claimed Postscript-compatible printers offer high performance while maintaining 100\% compatibility with Adobe's language specification. Notes that Bauer Enterprise of San Jose, CA was the first company to offer such a test suite. Discusses Desktop Publishing **Solutions** ' certification program that measures the compatibility level of non-Adobe Postscript implementations with the Adobe language definition to see if a product is capable of printing Postscript with the same reliability of an Adobe licensed printer. Discusses the problem with clone testing and says that testing can be a long and expensive process for the manufacturer since most companies test for **quality assurance** for the manufacturer rather than the **consumer** . (lj)

Descriptors: Testing; Compatibility; Programming Language; Printer; Printer Controller

10/5/28 (Item 5 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00132748 86PK11-101

IBM exec claims one-stop shopping is the firm's future: Stresses service role: Cites user frustration with poor product fit

Bellamah, Pat

PC Week , Nov 11 1986 , v3 n45 pl+, 2 Pages

ISSN: 0740-1604

Languages: English

Document Type: News

Geographic Location: United States

Reports that Robert Berland, vice president of strategy, requirements

and **quality assurance** , at IBM Information **Services** (Atlanta), announced at the Association of Data Processing **Service** Organizations (ADAPSO) meeting last week that IBM is planning to meet **customers** desire for a "total **solution** " to their computing needs by introducing new products called **Solution** PACs. States that the **Solution** PACs will combine installation, hardware/software, and **customer** support into series of packages targeted at important "vertical markets such as banking and education." Also notes that some **users** are skeptical about whether IBM can meet their **customer** support and programming needs. Includes a diagram of IBM's "total **solution** " for meeting the computing needs of corporate **customers** .

Descriptors: STRATEGY; **CUSTOMER** SUPPORT; IBM; BUSINESS
Identifiers: **Solution** PAC; IBM Corp.

10/5/29 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06152894
LANASIA NEWSNET
ASIA: AMP INTRODUCES THE ND&I PROGRAM
LAN Asia (XEB) May 1995 P.104
Language: ENGLISH

AMP has unveiled its Netconnect Design and Installation (ND&I) Programme, whereby it has established a network of trained and registered AMP installers in the region so as to provide installation, local design, support **services** and maintenance. The network consists of some 18 certified organisations in Malaysia, Singapore, HongKong, Taiwan, Thailand, and it is still expanding. The international interconnection systems supplier also revealed a 15-year warranty on the Netconnect Open Cabling Systems. It claimed that the move would give **clients** - **quality assurance** for the network cabling **solutions** . - better investment protection.

COMPANY: AMP

PRODUCT: Wide Area Network Equipment (3661WN);
EVENT: Companies Activities (10);
COUNTRY: Eastern Asia (92E);

10/5/30 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06083072
Restauration collective La double garantie de Sodexho
FRANCE: SODEXHO'S QUALITY COMMITMENT
Neo Restauration (XNL) 25 Nov 1994 p.9
Language: FRENCH

Sodexho, the French food **services** group, has set up a quality process which revolves around a **Service** Quality Action Plan and a technical **quality assurance** plan based on the HACCP method. The **Service** Quality Action Plan is based on the quality wheel system (collecting information, classifying unsatisfactory aspects, defining **solutions** , implementing them, and measuring results). In each restaurant, the personnel gather data from the **clients** , offer **solutions** , implement the **solutions** if they

are accepted. The HACCP procedure guarantees technical quality of **service**. Audits have been carried out in central kitchens, which have drawn up points of non-compliance in terms of health, safety, **service**, and satisfaction. After these procedures were set up, the central kitchens of Limeil-Brevannes and Meudon obtained ISO 9002 certification in July 1994.

COMPANY: SODEXHO
PRODUCT: Institutional Food **Services** (5820);
EVENT: Product Standards (35); Planning & Information (22);
COUNTRY: France (4FRA);

10/5/31 (Item 1 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00119996 DOCUMENT TYPE: Review

PRODUCT NAMES: PacketShaper 4.0 (671096); Open Policy System 1.0 (772119); PolicyXpert 1.0 (756598); Cisco QoS Policy Manager 1.1 (748153)

TITLE: End-to-end quality-of- service tools: Following business's lead
AUTHOR: Pace, Mark
SOURCE: InfoWorld, v21 n26 p70(7) Nov 15, 1999
ISSN: 0199-6649
HOMEPAGE: <http://www.infoworld.com>

RECORD TYPE: Review
REVIEW TYPE: Product Comparison
GRADE: Product Comparison, No Rating

In a comparison of Packeteer's PacketShaper 4.0, IPHighway's Open Policy System (OPS) 1.0, Hewlett-Packard's PolicyXpert 1.0, and Cisco Systems' QoS Policy Manager 1.1, four end-to-end quality of **service solutions**, PacketShaper 4.0 gets the highest marks, especially because it very equitably distributes bandwidth based on **user**-provided instructions. PacketShaper 4.0 can also follow connections and identify traffic based on application instead of TCP or UDP ports. Therefore, PacketShaper 4.0 is without doubt a superior QoS manager in the enterprise. When a completely converged network has bandwidth or quality problems, PacketShaper, which is priced at the high end, should be considered. Open Policy System (OPS) 1.0 uses a distributed design, which, when additional redundancy features are added, can be an excellent **solution** for managing QoS across an enterprise. Testing shows OPS 1.0 to be the best choice for full control of an enterprise or carrier-class network. PolicyXpert 1.0 controls QoS for the enterprise, but Cisco's routers' advanced queuing methods are not supported, and Cisco proxy agent cannot be configured easily to support advanced Cisco login security. Cisco QoS Policy Manager (QPM) 1.1, an easy-to-use product, supports all queuing methods in Cisco routers. However, because it does not use distributed policy servers, Cisco QoS Policy Manager (QPM) 1.1 is subject to reliability problems.

COMPANY NAME: Packeteer Inc (626619); IPHighway Inc (658421);
Hewlett-Packard Co (692484); Cisco Systems Inc (465828)
SPECIAL FEATURE: Charts Graphs Screen Layouts
DESCRIPTORS: Internet Traffic Analysis; Internetworking; Network
Administration; Network Software; QoS (Quality of **Service**); **Quality Assurance**; Web Hosting; Web Servers; Webmasters
REVISION DATE: 20020930

10/5/32 (Item 2 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00119049 DOCUMENT TYPE: Review

PRODUCT NAMES: PacketShaper 4.0 (671096); Open Policy System 1.0
(772119)

TITLE: Directing network traffic, Part One of a Two-Part Series

AUTHOR: Talley, Brooks Pace, Mark O'Neill, Leslie

SOURCE: InfoWorld, v21 n37 p48(8) Sep 13, 1999

ISSN: 0199-6649

HOME PAGE: <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: B

Packeteer's PacketShaper 4.0 and IPHighway's Open Policy System 1.0 are reviewed and compared end-to-end quality of **service** toolsets. Such tools assist **users** of new technologies in dividing up bandwidth for such resource-hungry applications as enterprise resource planning (ERP) tools, which must run on networks that also connect to the Internet and process multimedia. PacketShaper 4.0 is rated good for hardware-based stateful inspection that distributes bandwidth very equitably. PacketShaper 4.0, a superior QoS manager, can follow connections and identify traffic by using application information instead of TCP or port data. During testing on a WAN where traffic load varied, **users** managed each PacketShaper separately, a more task intensive approach. PacketShaper, which has no fail-over **solution**, is recommended as a cost reduction method for any organization that encounters bandwidth or traffic quality problems. IPHighway's Open Policy System 1.0 provides fault tolerance via distributed management, and has an easy-to-use management **user** interface that operates as a snap-in to Microsoft Management Console. Economical IPHighway Open Policy System 1.0 is recommended for large enterprises that have many installed routers. OPS is a good choice for controlling QoS over a broad range of Cisco routers, assuming that the **user** does not need highly detailed control over traffic flow or support for unusual protocols.

COMPANY NAME: Packeteer Inc (626619); IPHighway Inc (658421)

SPECIAL FEATURE: Charts Tables Graphs

DESCRIPTORS: Fault Tolerance; Internet Traffic Analysis; Internetworking;
Network Administration; Network Software; Performance Monitors; QoS
(Quality of **Service**); **Quality Assurance**; System Monitoring;
System Performance; WANs; Webmasters

REVISION DATE: 20020630

10/5/33 (Item 3 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00118905 DOCUMENT TYPE: Review

PRODUCT NAMES: Electronic Customer Service (840572)

TITLE: E-Commerce Sites Not Quite at Your Service

AUTHOR: Chowdhry, Pankaj

SOURCE: PC Week, v16 n36 p93(1) Sep 6, 1999
ISSN: 0740-1604

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Claims that **users** who shop on the Web can count on good **customer service** are mythical, since the best **service** that current World Wide Web sites can accomplish is a vain effort to interact with shoppers/ **purchasers**. Web mavens should be able to look ahead to a future when e-commerce becomes a real-time **service** supported by experienced staff who speak the shopper's language. Even though the Internet has completely changed commerce, its successes in retail sales are generally due to the incompetence of bricks-and-mortar businesses, not to the Web's actual superiority. Although companies such as Hewlett-Packard are looking at ways to provide quality of **service** on the Web, their **solutions** only activate when a site has too much traffic. At that point in time, shoppers are likely to have gotten into their cars and driven to the mall. Most Internet e-commerce successes outsource bandwidth to companies such as AboveNet or Exodus, but overall the Internet is overrun with outages. CIOs seem to have forgotten that change processes are just as applicable to the Web as to other systems.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: **Customer Service**; Electronic **Customer Service**;
Internet Marketing; Internet Shopping; **Quality Assurance**
REVISION DATE: 20011130

10/5/34 (Item 4 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00115766 DOCUMENT TYPE: Review

PRODUCT NAMES: da Vinci QMS (753769)

TITLE: Da Vinci
AUTHOR: Staff
SOURCE: CTI, v4 n1 p64(4) Jan 1999
ISSN: 1093-8176
HOMEPAGE: <http://www.tmcnet.com>

RECORD TYPE: Review
REVIEW TYPE: Review
GRADE: A

Dictaphone's da Vinci is a full featured quality management system. It is based on Windows NT and uses Oracle for the back end database. It has a **client** /server architecture, supports CTI middleware and has free seating capabilities. These and other features make da Vinci a highly configurable and customizable **solution** for any need. The da Vinci Quality Management System records phone conversations between agent and caller, and also records what is happening on the agent's screens. Both are synchronized in real-time with each other during playback. The advanced CTI technology allows the entire call to be recorded from start to finish, even if it is transferred between multiple agents. This can track the entire lifecycle of the call, including voice communications, and which agent is speaking to the caller at any given time. This permits more detailed recording and

monitoring, and allows for a more precise account of each call during playback. Its rules-based scheduling allows for recording to be scheduled by date and time, CTI event, or a percentage of calls on a random basis. One key point is that it has enough storage capacity, via the Archive Media Warehouse (AMW) system, to record every phone conversation, instead of randomly selected calls, which is an approach often used by other systems.

COMPANY NAME: Dictaphone Corp (663409)

SPECIAL FEATURE: Screen Layouts

DESCRIPTORS: Call Centers; **Client** /server; Computer Telephony; **Customer Service** ; Employee Supervision; Network Software; **Quality Assurance** ; Telecommunications; Telephone Monitoring

REVISION DATE: 20011030

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PLUS Search Results for S/N 09439310, Searched June 29, 2004

The Patent Linguistics Utility System (PLUS) is a USPTO automated search system for U.S. Patents from 1971 to the present. PLUS is a query-by-example search system which produces a list of patents that are most closely related linguistically to the application searched. This search was prepared by the staff of the Scientific and Technical Information Center, SIRA.

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Most Frequently Occurring Classifications of Patents Returned

From A Search of 09439310 on June 29, 2004

Original Classifications

6	358/1.15
3	705/2
2	211/59.4
2	235/380
2	379/229
2	379/230
2	705/1
2	705/26
2	705/3
2	705/34
2	705/400
2	705/7
2	705/8
2	705/9
2	713/201

Cross-Reference Classifications

8	705/1
5	705/7
4	358/1.13
4	379/112.01
3	235/379
3	379/207.03
3	379/207.15
3	379/229
3	379/265.01
3	379/88.25
3	379/93.02
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